

# Service Operations Manager

## Job Description & Person Specification

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**Stannah**

Function: Analysis, Support and Management

Reports to: Service Director

### Purpose

Support the delivery of safe and efficient servicing, repairs, and modernisation of lifts, stairlifts and lifting equipment across the Maintenance and Repair Division.

Provide clarity on the operational performance through data analysis and presentation, along with helping to drive continuous improvement activities designed to increase safety, improve operational effectiveness, improve reliability, and reducing the cost of maintaining and repairing the equipment on portfolio. Encourage a culture of continuous improvement and a working smarter not harder philosophy.

### Core Responsibilities

The Service Operations Manager is responsible for fundamentally understanding how we are delivering our service operations through analyse and review of our operational practices and system data. From this understanding they will provide clear performance data reporting (Looker), identifying areas of improvement in both safety and efficiency for the branch line management team, and other supporting teams, to implement improvements through the field management team.

Manage the human, economic and material resources of the Service Operations Team to achieve both the budget and Department Business Plan to deliver a safe, sustainable, profitable, growing business with excellent levels of customer service ensuring we meet the Stannah promise of "Always true to our word".

### Service Provision – review and support the following activities in the branches:

- 1. Equipment repair and maintenance**, covering initial service visit (first visit reporting), equipment assessment, H&S review and recommendations, selection of the most appropriate maintenance activities ensuring effective completion of planned service/maintenance works; review provision of the 24-hour emergency maintenance response service and the effective minor repair process.
- 2. Equipment modernisation/refurbishment**, covering initial technical assessment, review of equipment upgrade solution, analysis of supplier performance, advise on the safest, most reliable, robust cost-effective solutions.
- 3. Bespoke contract specification delivery** covering working with the National Contracts team and branches to help assess the safe and efficient delivery of any bespoke contractual service delivery operation actives, such as special maintenance activities, unusual repair processes and major repair solutions.
- 4. Retrofit campaigns** working with our sister manufacturing divisions and other suppliers, determine when advise from the manufacture when we have a retrofit programme, establish scope and numbers, create, communicate, and track progress through SMR/Looker

following up to ensure completed in appropriate timescales minimising risk to the Stannah organisation.

5. **Purchasing, storage, parts catalogue, and issue of stairlift and lift equipment parts and materials**, including review of system process and its practical application within each branch, through assessment of order requirements, ordering of equipment, parts and materials; organisation and maintenance of appropriate stores items; how equipment, parts and materials are issued; receipt, storage and return of warranty or incorrect goods.
6. **SMR spare parts catalogue responsibility** establish a clear numbering system and process of maintenance to ensure efficient easy use of this system
7. **Maintenance of branch operational assets**, covering the maintenance and general housekeeping of maintenance and repair plant, equipment, and tools.
8. **Development and delivery of effective technical training**, covering the development and delivery of suitable training courses assessed to be needed due to product numbers/issues, outside of those courses provided by Stairlifts limited and some selected external training organisations. Through the direct training team deliver the Industrial NVQ3 program for apprentices developing our next generation of engineers
9. **Strategic and General Management:**
  - Ensure all work is carried out in a safe and proper manner both for self and for the well-being of others.
  - Regularly review the provision of the above services to ensure they satisfy client and customer needs in respect of type, quality and delivery, and ensure a high standard of customer care. Also ensure alignment with central strategy and structure through interaction with the Service Director and other support teams (National Contracts Team; Network Rail Office, HR, Finance, IT etc.)
  - Ensure department operational effectiveness, including: the development and maintenance of effective business planning, financial and administrative systems in respect of support management; the cost-effective delivery of services involving the determination of efficient business systems (work methods/processes, plant and equipment) and the maintenance of quality assurance systems.
  - Ensure organisational effectiveness, including: the identification of manpower needs; recruitment and selection of new appointments; identification of training and development needs for self and colleagues to ensure they can fulfil their job role; identification and provision of appropriate training and education for colleagues in line with business requirements; creation of a context which motivates colleagues and ensures good industrial/human relations are maintained and ensuring the welfare needs of colleagues are met.
  - Absence Management: ensure staff attendance is monitored and managed in accordance with the absence management policy, including the completion of "Return to Work" interviews.
  - Performance Management: ensure staff are performing to the standard required and in accordance with their job description.
  - Appraisal: carry out regular reviews in accordance with the Appraisal Procedure.
  - Employee Relations: manage staff in accordance with the company policy and procedures.
  - Training and Development: to assist in the training and development of your team as appropriate to ensure they have the resources and skills to deliver the job function.
  - Development: to participate in the development and implementation of the Company's people development, training plans and procedures.
  - Be an effective member of the Branch Management team in support of consistent National Service.
  - Any other duties/responsibilities as requested by the Service Director or other Senior members of the Stannah organisation.

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business.*

## **Relationships**

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation, but in particular with the peers within the Branch Manager's team. The communication skills required include the ability to communicate technical complex and sensitive information.

### External

External agencies including suppliers, consultants and customers.

## **PERSON SPECIFICATION**

### **Skills and Experience**

- A significant track record of success in the lift industry or similar business environment, providing high value M&R services to a demanding business and consumer customer base across the UK.
- Proven experience in the delivery of complex service and repair operations in the field on a portfolio of lifts, stairlifts and lifting equipment.
- Leadership experience and management of managers together with strong interpersonal and customer communication skills
- A well-developed understanding of best-in-class customer service through efficient and effective delivery of service operations in the field.
- Computer knowledge, particularly of MS Office for reporting, liaising, and sending customer proposals
- An ability to develop and manage working operational relationships at all levels between company personnel, suppliers, and other divisions, to ensure full engagement with the Service Branch team.
- Strong communication - verbal, written, listening and presentation skills.

### **Personal Attributes and Behaviours**

- High levels of self-motivation and tenacity to deliver on business plans.
- Gravitas with peers, subordinates, customer, supplier and distributors.
- Well-developed coaching and delegation skills.
- Highly developed personal communication and listening skills.
- A positive and constructive approach to problem solving.
- An inclusive style of leadership that reaches out to every level of the organisation.
- A strategic business outlook for service operations in the lift industry with knowledge of our markets.
- Willingness to Travel - must hold valid UK Driving Licence.
- A personal commitment to the values of the Stannah Group, to deliver on promises and demonstrate that we care.

### **Managerial and Supervisory Responsibility**

- Supplier Account Manager

- Technical Training Manager
- Operational System Project Manager

### **Education and Qualifications**

- Degree or equivalent, with postgraduate business qualifications desirable.
- NVQ or equivalent in Management
- IOSH in Management

You will also complete suitable training to enable you to work to our policies and procedures e.g. the appraisal system, our disciplinary procedures and the use of our IT systems.

### **Other information:**

- Working Hours: 37 hour working week with 45 minutes unpaid lunch.
- The jobholder will be based either at home or at one of our national Service Branch Offices and will be required to travel to sites nationally in the pursuit of their role.
- Company Car Grade B.
- 25 Days Annual Holiday plus 8 Bank Holidays.
- Management Performance Bonus.
- Employee Benefits including but not limited to Stannah Rewards, Pension, Cycle to Work Scheme, Wellbeing etc.