

# Job Description

Job Title: **Service Manager**

Department: **Operations**

## **1. Job Details**

- (a) Responsible to: **Directors and Area Managers**
- (b) Responsible for (subordinates): **Technicians, Electricians, Fitters and apprentices.**
- (c) Working Hours: **Salary based 40 hours + overtime which may involve out of hours working**

(d) Essential Qualifications:

**Higher National Certificate or equivalent, Health and Safety and relevant management qualifications**

(e) Essential Experience:

**At least 5 years experience within a senior management position  
Managing / Supervising a management team  
Experience in staff management and performance management  
Financial and Project Management of multi-disciplined programmes  
Developing partnerships with customers and developing the business  
Working in an Engineering Service Provider business**

## **2. Job Summary (Description of main purpose of job):**

- (a) **This critical role is dedicated to the management and smooth running of business operations across the UK and within Europe, ensuring services are delivered to agreed schedules and achieve customer satisfaction.**
- (b) **Management responsibility for staff within the Operations Function.**
- (c) **Responsible for ensuring resource allocation achieves maximum utilisation and efficiency of staff time and skill set.**
- (d) **Management of financial projections including forecasts, budgets and profit margins; the re-adjustment of these as appropriate and the achievement of financial targets set.**
- (e) **Account management for selected customers and completing tenders.**
- (f) **Production of quotations including remedial quotations following maintenance visits.**
- (g) **The work can be of a physically demanding nature.**
- (h) **Working at various site locations in the UK and will be required to carry out work on contracts throughout the U.K. which will involve extensive travelling. Occasional travel abroad.**
- (i) **Subject to government security vetting procedure and acceptance of a permit to work as required by site-specific safe systems at work**

## **3. Key Tasks:**

- (a) **Continually strive to provide cost effective solutions and service delivery whilst meeting contractual commitments and exceeding customer expectations.**
- (b) **Provide overall management, co-ordination and planning of business proposals and quotes.**
- (c) **Ensure projects are delivered on time, to budget and within the resources available. Also ensure that equipment and resources allocated to projects are properly utilised and returned to the Company in a safe and appropriate manner.**
- (d) **Conduct regular status reviews and meetings.**
- (e) **Develop and maintain close working relationships with customers and capitalise on networking opportunities to promote the Company and its services.**
- (f) **Manage and motivate direct reports on all aspects of people and staff management including performance, attendance, capability and disciplinary issues. Such issues will be dealt with in line with best practice, Company rulings and current legislation.**
- (g) **Support and coach direct reports to ensure that issues and risks are escalated to allow adequate investigation and resolution. Such issues will be dealt with in a timely and methodical manner.**
- (h) **Set goals, provide direction and identify development areas for direct reports.**
- (i) **Review and approve staff administration submissions within agreed approval limits for time recordings, purchase orders and expense claims. Also ensure that staff equipment allocations are managed and monitored on a regular basis and manage areas of concern if highlighted.**
- (j) **Promote, develop and implement a safe working environment and ensure compliance at all times with quality standards, health and safety standards and Company standards.**

- (k) **Champion and promote the core values of the Company at all times and challenge when departed from.**
- (l) **Deliver the business plan through balanced yet challenging solutions.**
- (m) **Approach situations with a responsible, tenacious and accountable attitude**

**Note:** This description is not intended to establish a total definition of the job, but an outline of the duties.

# Person Specification

Job Title: **Service Manager**

Department: **Operations**

<b>Qualities</b>	<b>Essential</b> Those qualities which are essential to perform the job.
<b>Work Experience</b> Previous experience required to do the job.	<b>Experience within an Engineering Service Provider business</b>
<b>Education/Qualifications</b> e.g. academic or professional qualifications.	<b>Higher National Certificate or equivalent, Health and Safety and relevant management qualifications</b>
<b>Skills/Abilities</b> e.g. analytical skills, computer skills.	<ul style="list-style-type: none"> <li>○ <b>Ability to develop innovative solutions to complex delivery issues</b></li> <li>○ <b>Analytical, methodical and rationale reasoning</b></li> <li>○ <b>First class communicator</b></li> </ul>
<b>Personal details</b> e.g. leadership, flexibility, team working.	<ul style="list-style-type: none"> <li>○ <b>Comfortable with ownership and accountability for areas of responsibility</b></li> <li>○ <b>Excellent influencing / Persuasion skills and confidence to be the driving force</b></li> <li>○ <b>Results focused</b></li> <li>○ <b>Customer focused</b></li> <li>○ <b>Excellent leadership skills</b></li> <li>○ <b>Motivational capabilities</b></li> <li>○ <b>Decisive decision maker</b></li> <li>○ <b>Strives on autonomy</b></li> <li>○ <b>Excellent planning and organisational skills</b></li> </ul>
<b>Other Circumstances</b> Special conditions that apply to the job, e.g. need to travel, work away from home etc.	<ul style="list-style-type: none"> <li>○ <b>Extensive travel within UK and occasional trips abroad</b></li> <li>○ <b>Out of hours working</b></li> <li>○ <b>Acceptance of a permit to work as required by site-specific safe systems at work</b></li> <li>○ <b>Required to pass Security Clearance for MoD, Police and HM Prison Services</b></li> <li>○ <b>Full clean driving licence</b></li> </ul>