

Depot Manager Birmingham

In order to provide an excellent customer experience through a well developed and motivated team, we are looking to recruit for this key role, based from our Birmingham location. The successful applicant will have excellent communication skills at all levels and Management experience in the service industry.

Within the business objectives and parameters, as defined by the National Operations Manager, to be profit responsible for all operations in order that annual profit plans, forecasts and long-term strategic goals are achieved.

1. Manage depot, workforce and customer base to enhance depot profitability
2. Maintain Company Policy and Procedures
3. Development of all after-sales opportunities

STATEMENT OF ACCOUNTABILITIES:

PERSON SPECIFICATION:

1. Good Communication skills
2. People management skills
3. Numeric/commercial attributes
4. **Experience:**
 - Management experience in a customer service or operations business
 - Management of skilled mobile resources
 - Management of multi-tasked teams
 - Colleague leadership and development
 - Management of Budget/Targets - profit orientated.
5. **Competencies:**
 - Leadership**
 - Ability to build teams, involves people, motivate and reward others.
 - Fully involves their team in decision-making.
 - Readily supports and coaches' others.
 - Motivates and inspires people by their enthusiasm in communicating the vision and values of the company.
 - Demonstrates good judgement in leading the team through conflict and controversy.
 - Customer Awareness**
 - Promotes a strong customer culture by setting customer orientated performance objectives.
 - Ability to see things from a customer perspective and to identify, meet and exceed customer expectations, whether internal or external
 - Identifies customer needs beyond those expressly stated.

Commercial Understanding

- An understanding of the relationships between profit, cash flow, risk and other key financial drivers
- Capable of managing multi profit and cost centre
- Understand and plans for operational peaks and troughs
- Takes well timed commercial decisions.

Judgement and Decision Making

- Ability to analyse situations, draw sound judgements and take appropriate decisions
- Deals with complications and “out of the ordinary” problems with confidence and without hesitation
- Does not put off decisions to avoid conflict or “getting it wrong”
- Finds out how others have tackled similar problems
- Tests out own assumptions

THE ROLE / DUTIES AND RESPONSIBILITIES:

COMMERCIAL:

Within the business objectives and parameters, as defined by the National Operations Manager, to be profit responsible for all operations in order that annual profit plans, forecasts and long-term strategic goals are achieved.

- a) Assist with the development and preparation of the one-year business plan.
- b) To prepare and submit on a monthly basis the business forecast for the following month.
- c) Prepare and implement any necessary contingency plans that ensure the achievement of the forecasted performance level.
- d) Monitor the day to day financial and non-financial performance for the depot and take such action as is necessary to ensure that the agreed objectives are met or surpassed, with input from Sales, regularly review contract profitability and actions to maintain/improve sustained profitability.

CONTROL / PROCESS AND PROCEDURES - SERVICE

In conjunction with the Service Manager/Controller and their subordinates.

- a) Ensure that the Operations methods and procedures comply with the legislative and Company requirements of ISO 9002.
- b) Ensure that the standard and quality of service provided by the Depot to its customers is in line with Company/Depot agreed target levels for service guarantees/customer service statistics.
- c) Coordinate and monitor the activities of the Field Engineers and workshop to ensure that the objectives of: a) above are being achieved and that the labour resource is being utilised efficiently and effectively.

- d) Monitor all aspects of fleet mix, truck availability and fleet utilisation and to submit to the Managing Director any recommendations that may be necessary.
- e) Ensure that the service records required by the Company are accurate and on time.
- f) Liaise as necessary with suppliers on the development of, or problems relating to, the goods or services being supplied.
- g) Regularly monitor WIP to identify any cost penalties.
- h) Ensure correct procedures/timescales for Stock-take and Stock Counts are followed at all times.
- i) To ensure that the company vehicles comply with appropriate legislation and Company policy and are well maintained and presentable.
- j) To ensure, in conjunction with the Service Controller, that engineers' service vehicles carry a suitable stock of parts, oils etc. to effectively carry out their duties.
- k) Monitor Warranty processing and assist with raising any Warranty Claims that may be required.

SALES/CUSTOMER CARE ACTIVITY

In conjunction with other members of the Depot/Regional Team.

- a) Visit customers where, because of the value of the business or the nature of the customer, such involvement is required.
- b) Interact with Salesmen/Team to advise/agree maintenance requirements and any special customer's requirements prior to contracts.
- c) Monitor credit terms.
- d) Establish clear actions and levels of activity to achieve the planned/forecasted level of business for Parts, STR and COP turnover and profit.
- e) Monitor all STR rates and sale prices to ensure that these accord with the Company/Regional policy.
- f) Maximise internal and external sales opportunities.
- g) Ensure that customer complaints or queries are dealt with courteously and speedily and that the appropriate level of communication between our Service Department and our customers is maintained.
- h) Continually review current systems and methods of work including Patch system, recommend and implement necessary changes to ensure that operation and/or customer needs are satisfied, and maximum efficiency achieved.

ACCOUNTING

With the assistance of the Finance Manager;

- a) Monitor daily and weekly business performance against planned levels and monthly forecasts.
- b) Monitor the efficiency of all department systems.
- c) Ensure that all purchases, sales (including disposals) are conducted in accordance with the accounting requirements and policy of the company.
- d) To ensure that company assets under your control, i.e. vehicles, equipment etc., are utilised correctly and in accordance with known company procedures.

PERSONNEL AND COMMUNICATION

In conjunction with the National Operations Manager;

- a) Carry out all selection, recruitment, hiring and training of administration, hourly paid and Supervisory employees.
- b) Ensure that regular two-way communication takes place between the Company and all Depot Employees on relevant matters. By the use of regular and effective meetings, ensure that all personnel under your control are aware of the Depot's main objectives.
- c) By the use of regular and effective meetings, ensure that all personnel under your control are aware of our expectations with regard to their own performance and achievement against their objectives.
- d) Handle all employee disciplinary and industrial relations matters as appropriate involving the Regional Depot Manager, and HR Department as required. In accordance with Company policy and Legislative requirements.
- e) Responsible for the training and development of subordinates:
Ensuring staff/engineer appraisals are carried out upon anniversary of start date, development of the team and progression planning.
- f) Ensure Company Absence/Sickness procedures are followed, and all necessary paperwork is completed including Return to Work Interviews. Sickness levels are monitored.
- g) To identify people problems or opportunities and to take appropriate action with regard to these.

GENERAL HOUSEKEEPING AND HEALTH & SAFETY

- a) To ensure that the premises comply with appropriate legislation and Company policy and are well maintained and presentable. By personal involvement, standard setting and monitoring, ensure that the highest practicable standards of housekeeping are established and maintained for all areas under your control, i.e. Service Offices, customer sites and all service vehicles.
- b) In conjunction with Company Health & Safety Rep and external Health & Safety Manager ensure Company and Legislative Health & Safety Conduct requirements are met and adhered to. Conduct regular safety audits. Ensure Health & Safety Reps, First Aiders and Fire Wardens are appointed and have the necessary training.
- c) To establish and maintain adequate safety and security procedures to protect depot property, vans, equipment and personnel.
- d) To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability.