**SELWOOD LTD**

**POSITION DESCRIPTION:**

**Hire Manager**

**LOCATION:** Branch

**POSITION PURPOSE:** Coordinates the branch Hire operation, working with Branch teams to ensure the smooth completion of all customer hire requests and product requirements. Contributes to the profitable hire operation, by utilising expert knowledge to achieve Company profit and branch targets, by hiring and making available the Company’s assets at best rates, at all times.

**RESPONSIBLE TO:** Branch Manager

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| **REGULAR CONTACTS:** | **External** | Customers  Suppliers |
| **Internal** | Branch Hire Network  Regional Operations Manager  Operations Director  SHEQ Team  Fleet Support Managers  Sales Managers and Sales Teams  Installation and Electrical Managers and Teams  All Departmental Managers |

**MAIN RESPONSIBILITIES:**

1. Logistics – scheduling branch transport, ensuring collections of equipment off-hire are collected within 48 hours and deliveries are made to the customer when they are scheduled to. Adhering to budgets within the branch and ensuring drivers hours are within any legal tolerance.
2. Ensuring that contract documentation and other systems paperwork is accurate and available. In-lieu contracts to be clearly identified and replaced immediately.
3. All Re-hires to be continually reviewed to ensure opportunities to replace equipment are identified in a timely manner. Once identified report findings to the Branch Manager and liaise with the Central Workshop when additional equipment is required.
4. Responsible for Hire Team providing accurate completion of the Day book and Transport book. Notify those responsible to complete all follow ups, recorded in the documentation.
5. Negotiate hire rates in accordance with company procedures, price lists and discount policy when required.
6. Ensure accurate stock recording, to ensure that the team is fully prepared and has all the equipment required to resource outstanding hire requirements.
7. To liaise with operational teams across the area/hub to ensure smooth running of customer requirements, avoiding duplication and lost time.
8. To ensure that correct charges for damages and losses are raised and liaise with customers to obtain their agreement to these charges. Follow up on all documentation to provide accurate information to financial teams.
9. To ensure all sales leads at the branch are promptly communicated to the Sales Team.
10. To ensure that telephone sales calls are made to customers with dormant accounts. Such calls to be followed-up by liaison with sales staff.
11. Demonstrate a consistent, positive approach to customers always. Striving to deliver the best service every time.
12. Provide feedback to team members and sales team, demonstrating a proactive approach in developing the business with ideas from customers.
13. Attend financial budget meetings to review the Area’s profitability versus target and agree action plans for the development of the Area.
14. To ensure all Company SHEQ procedures are complied with.
15. Control and check through accurate recording of all Branch assets on a minimum monthly basis.

**QUALIFICATIONS & EXPERIENCE**

* Previous experience of working in a supervisory role, within a pump rental business (or similar environment).
* Demonstrable experience of running a busy hire desk within a fast-paced environment.
* Experience of working in logistics, construction or water utilities would be beneficial.
* Experience of working with different types of software packages and rental systems.
* Intermediate Microsoft Office skills (Word, Excel, Outlook, PowerPoint and Teams video calls).
* Self-motivated, with the ability to work independently and without direct supervision.
* Strong planning and organising skills, with the ability to re-prioritise customer hires and jobs at short notice.
* Able to multi-task, to respond to multiple queries from internal and external stakeholders, with the ability to resolve all issues and ensure a prompt resolution for internal teams and customers.
* Able to always communicate in a professional and positive manner, with the ability to engage with Hire and Branch teams when under pressure.
* Strong negotiation / influencing skills, and confident in using own knowledge of company products to encourage unplanned sales from customers.
* An in-depth knowledge of all types of pumps and solutions would be advantageous (but is not essential).

**Statutory Requirement:** Each employee must ensure that all tasks are carried out within the Company’s Health and Safety Policy, and any relevant Codes of Practice, including COSHH sheets and other instructions, to minimise risk to themselves and other personnel and that good housekeeping applies at all times.