**SELWOOD LTD**

**POSITION DESCRIPTION: Assistant Branch Manager**

**LOCATION:**  Branch Specific

**POSITION PURPOSE:** The role of Assistant Branch Manager is key to supporting business growth at branch level by helping to ensure the branch meets and exceeds financial and operational targets, and wider business objectives.

Providing leadership to the branch team, this role will support the day-to-day operations of the branch, ensuring efficient service delivery and compliance with health, safety, environmental and quality (SHEQ) standards. Working with other key departmental functions to ensure the smooth operational running, good working relationships both internal and externally and drive customer satisfaction.

**RESPONSIBLE TO:** Branch Manager

**RESPONSIBLE FOR:** Hire Desk, Yard Team and Drivers/Relief Drivers

|  |  |  |
| --- | --- | --- |
| **REGULAR CONTACTS:** | **External** | Customers – new, existing, and national accounts  Suppliers/Vendors  Auditors  Partners (Speedy) |
| **Internal** | Branch Manager  Regional Operations Manager  All branch-based employees  Group Technical Solutions Team  SHEQ Team  Fleet Support Managers  Sales Managers and Sales Teams  Solutions Teams and Project Managers  Installation and Electrical Teams  Management Accountants  Client Services including all associated  HR Team  IT and Transformation Team  Group Refurbishment Team |

**MAIN RESPONSIBILITIES:**

Operational Management

* Assist in overseeing branch activities including pump hire, logistics, and customer service
* Support and oversee the daily running of the hire desk team, overseeing daily planning for the delivery and collection of assets, ensuring the effective and efficient use of transport within the area
* Work closely alongside the Workshop Manager and/or Foreman and their team of fitters/engineers, to support with the provision of effective maintenance and repairs for all company assets within the branch.
* Manage and coordinate the work of drivers, relief drivers and yard teams, ensuring safe loading, unloading, and movement of equipment.
* Participating in the out-of-hours call-out rota to meet customer requirements.
* Management of site facilities and site operatives during Branch Managers absence.
* Foster positive working relationships with colleagues, other branches, and other departments to support operational efficiency.

SHEQ Compliance

* Proactively promote a strong, positive and resilient health and safety culture, leading by example to minimise the risk of illness and injury, or legal and regulatory noncompliance.
* Conduct regular branch safety checks, toolbox talks, and incident investigations where required.
* Ensure all employees adhere to HSE policies, risk assessments, and method statements,
* Report and address any hazards, near misses, or accidents promptly and accurately.
* Support the branch in maintaining compliance with ISO and other regulatory standards

People Management

* Lead and motivate a team of high performing direct reports including (where present) Hire Manager, Yard Teams, Drivers and Relief Drivers.
* Provide ongoing training and development, including SHEQ awareness and skills enhancement.
* Support and guide employees through continuous feedback and formal reviews to ensure they demonstrate the competence needed to perform their duties safely and effectively
* Monitor team performance and address issues proactively.
* Encourage a positive, safe, and productive workplace culture.

Customer Service and Business Development

* Assist in building and maintaining strong relationships with customers, ensuring a safe and professional service delivery, including attending and supporting with customer meetings when required.
* Continuously drive standards and quality throughout the region, ensuring the team provides excellent quality and service to maximise the customer experience.
* Develop and generate revenue with specified key targets.
* Support in carrying out framework customer monthly KPI reports ensuring agreed deadlines are met.
* Support business development by identifying opportunities to promote all Workdry business operations to existing and potential customers.
* Support with the handling of customer enquiries, quotes, invoices, and contracts as required.

Financial and Asset Management

* Support the achievement of planned profits and ROI% through the effective control of operating costs and pricing.
* Control and check all branch assets as required and to ensure security of these assets, carrying out regular stock takes as required.
* Ensure that all debts are properly managed in line with company expectations and that all queries are resolved with urgency.
* Ensure that vehicles, property and fixed assets within your branch team are controlled and properly maintained in line with company standards.
* Provide reports and information as required by the Branch Manager and Regional Operations Manager.

*The main responsibilities are outlined above. This is not a definitive list and other tasks/activities may be necessary as the company’s commercial activities require*.

**QUALIFICATIONS & EXPERIENCE:**

Essential

* Experience of successfully supervising or leading a high performing team, being able to demonstrate strong leadership skills and the ability to develop, coach, motivate and engage a team.
* Proven track record of raising the standards within a team, whilst developing and maintaining an excellent team spirit
* Connecting and collaborating positively within your team and across the organisation.
* Excellent communication and interpersonal skills with the ability to listen and offer sound feedback.
* Commercial awareness with an ability to balance operational demands and profitability, adapt and be decisive in a rapid pace environment.
* Highly organised with efficient time management skills and you have the ability to prioritise accordingly.
* Experience of leading and demanding a strong H&S culture, driving and creating an environment where good practices are a way of everyday life
* Ability and willingness to travel within and throughout the UK as and when necessary.
* A full UK driving licence

Beneficial

* Leadership experience in engineering, pump or plant hire, manufacturing, or construction industry.
* Proven experience managing drivers and yard teams, with an understanding of logistics, vehicle compliance and commercial driving legislation.
* Experience working within a multi-site organisation, including exposure to operations across regional branches or depots.
* Knowledge of pump systems or mechanical equipment
* Computer literate. Be able to analyse data on Microsoft Packages such as Project / Excel / Word / PowerPoint.