

### POSITION DESCRIPTION: PUMP SOLUTIONS MANAGER

**LOCATION:** Various

**POSITION PURPOSE:** To provide support to the Pump Rental Solutions Business Unit to ensure a uniformed delivery approach to solutions projects across our business network, meeting existing and future objectives and goals in line with our broader company strategy. To deliver support and share industry knowledge and experience with other strategic teams and individuals within our Pump Rental Solutions business. To further develop our customer experience ensuring they remain the central focus of our business strategy.

**RESPONSIBLE TO:** Senior Solutions Manager

**REGULAR CONTACTS:**

<b>External</b>	Customers National Accounts Third Party Suppliers (i.e. Crane Suppliers, Generator Suppliers)
<b>Internal</b>	Solutions Director Regional Solutions Teams Project Managers / Coordinators Installation and Electrical Managers and Teams Operational Managers Siltbuster Sales Managers and Sales Teams SHEQ Team

#### MAIN RESPONSIBILITIES:

- Work autonomously within the role, to deliver market leading solutions to our client base, utilising the Senior Solutions Managers as an escalation point when additional advice, approvals or support is required.
- Collaborate with Operations and Project Delivery teams to provide significantly improved end user solutions.
- Establish and develop client interfaces, by nurturing and building relationships to gain clients trust and confidence in our products, the services we offer and the Selwood brand.
- Utilise knowledge of discipline, to execute and manage all aspects of medium to large scale complex projects from initial conception to completion sign off.
- Recruit and arrange workloads for the specialist sub-contractors required to complete projects, such as arranging site visits, scoping visits, receiving quotations, and reviewing third party Risk Assessment Method Statements (RAMS).

# SELWOOD

- Carry out and manage the on-site surveying and RAMS process, ensuring all on-site risks have been identified and stringent control measures have been put into place and the methodology of the installation has been communicated to all site staff and customers.
- Oversee the costing process for quotations with third parties and customers, including the management of sub-contracts.
- As the subject matter expert, keep up to date with changes and advances in technology and development in the customer's industry/sector as well as Workdry's own.
- Provide expert knowledge to assist the Sales team with the delivery of customer presentations promoting the Selwood product range and services.
- Ensure agreed customer KPI's are met to the customer's complete satisfaction, managing customers' expectations on any delays or concerns, and ensuring the Senior Solutions Manager is kept up to date with progress.
- To adhere to the company's SHEQ procedures and set the expected standards to staff and customers.
- Assist the sales team in identifying and developing new and existing areas within different industries across individual regions, seeking out business opportunities to grow our customer base and the services we can offer, by recommending and implementing new solutions.
- Identify and recommend innovative solutions and processes via the Innovation Platform to make our business and customer offering unique and attractive whilst make ourselves more efficient in the way we operate.
- To provide business update reports monthly and provide project information as requested by Senior Solutions Managers.

## QUALIFICATIONS & EXPERIENCE:

### Essential:

- NVQ Level 3/HNC in a technical discipline would be advantageous but not essential.
- Demonstrable experience in the pump hire or water related industry, with working knowledge of fluid dynamics, pump technologies and civil engineering or electrical knowledge.
- Intermediate IT Skills, with experience of using Microsoft Office (including Visio, Excel, Publisher, and MS Project).
- An in-depth knowledge and understanding of the design and workings of temporary and permanent pumping systems and solutions, able to apply own technical knowledge to solve complex problems.
- Previous experience of technical project management, proficient in planning, organising, and managing resources to achieve business goals, with the ability to handle multiple projects simultaneously.
- Strong customer service focus, with the ability to build and maintain strong client relationships to deliver comprehensive proposals and solutions to customers.
- Excellent verbal and written communication skills, able to present ideas and proposals clearly and persuasively.
- Able to think creatively and propose innovative solutions, open to new ideas and approaches to improve business operations.
- Flexible and able to adapt to changing business needs and environments, resilient in the face of challenges and setbacks.
- Strong commitment to maintaining high standards of safety and quality.
- Full UK driving licence.