**SELWOOD LTD**

**Branch Manager**

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| **DEPARTMENT:** | Pump Rental Solutions | |
| **LOCATION:** | As specified | |
| **POSITION PURPOSE*:*** | Accountable for the successful operations of the branch, leading the team to achieve the business plan objectives and identify ways in which the business can grow within your areas of responsibility. Managing the branch team to deliver their day-to-day operations. Working collaboratively with key stake holders to support the national pump rental business. Providingclear direction whilst promoting and developing an excellent team spirit as well as delivering an outstanding quality of service. | |
| **RESPONSIBLE TO:** | Regional Operations Managers. | |
| **REGULAR CONTACTS:** | **External** | Customers – new, existing, and National accounts Suppliers  Local Business Groups |
| **Internal** | Group Operations Directors  Group Managing Director  Group Technical Solutions Director  Commercial Finance Director  Director of Special Projects & Solutions  Director of Product Service & Excellence  SHEQ Director & Team  Fleet Support Managers  Sales Managers and Sales Teams  Solutions Director, PMs and Solution Teams  Installation and Electrical Managers and Teams  All Departmental Managers  Management Accountants  Client Services including all associated partners (Speedy)  HR Team  Business Technology Department  Workdry Group Businesses, Pump Manufacturing & Siltbuster |

**MAIN RESPONSIBILITIES:**

1. Ensure that all Company administration, quality assurance and health, safety and environmental policies are fully adhered to and that all activities are carried out in full compliance both with our policies and relevant regulations and statutory legislation. You must proactively promote, demand and lead a positive and resilient health and safety culture working closely with SHEQ Department, all Mobile Fitter / Mechanical departmental functions, departmental heads and employees to minimise the risk of illness and injury to employees and legal and regulatory noncompliance.
2. Provide strong leadership and develop a high performing team who strive to be the best they can be, understanding the impact of their behaviour on others, living the core values.
3. Ensure that all staff employee relations matters are processed in a timely manner, following the company procedures and that HR are kept informed of any issues and sought for any clarification on situations.
4. Ensure that all employees recruited are encouraged to be the best they can be through training, coaching and honest feedback. Ensure you have the right people capability and engagement to deliver business objectives.
5. Drive growth, maximise sales and profitability and lead customer experience strategies.
6. Set clear objectives that not only reflect the operational efficiency of the business but also support a culture of continuous improvement amongst the team.
7. Regularly review the designated area performance with the respective Branch Assistant Manager /Hire Managers ASM and Foreman monthly using KPI’s measures.
8. To establish, maintain effective relationships with other Super Centre Managers/Operation Managers, Solutions and Sales teams and key product managers, to always, promote all aspects of Selwood’s business portfolio with honesty and integrity whilst challenging the status quo and driving operational excellence.
9. Continuously drive standards and quality throughout the region. Ensure the team provides excellent quality and service to maximise the customer experience.
10. Support and engage and collaborate with local sales teams & solutions and central departments. Ensure communication with all stakeholders is key to success.
11. Maximise return from hire fleet assets by constant review of all equipment and ensuring the effective and efficient use of transport within the area.
12. Ensure security of all Company assets within designated area of responsibility. Control and audit levels of expenditure within authorised levels.
13. Provide relevant data as when required by the Board within the required timetables.

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:**

Experience of successfully managing a team, being able to demonstrate strong leadership skills and the ability to develop, coach, motivate and engage a team. Connecting and collaborating intensively within your team and across the organisation.

A leader with excellent communication and interpersonal skills, with the ability to listen and offer sound feedback. A vision for the business and the wider team, the ability to adapt and be decisive in a rapid pace environment.

Proven background in leading an operational area driving growth, maximising sales and profitability. Setting clear objectives aligned to regional goals, utilising modern platforms to interconnect all employees and departmental functions. Ensuring the customer experience maximises quality and service.

Experience of leading and demanding a Health & Safety culture, driving and creating an environment where good practices are a way of everyday life and total compliance is adhered to.

You need to demonstrate the ability to encourage the teams as this is essential to the success of our business.

Proven track record of raising the standards within a team

Computer literate. Be able to analyse data on Microsoft Packages such as excel / word / power point.

Ability and willingness to travel within territory and throughout the UK as and when necessary.