



JOB PROFILE

SERVICE OPERATIONS MANAGER

This position reports to the Service VP and can be based in Maldon or home-based.

JOB PURPOSE:

As part of the development and continued growth of Global Service, it has been identified that the business needs to concentrate on the development of our spare parts business. The role has been created to head up this important business area, ensuring the business is managed and developed into a world-class Service organisation, providing a highly effective and efficient service to our customers. You will work alongside the local country service managers in order to achieve these objectives

RESPONSIBILITIES:

- **The day to day running of service business processes and team management**
 - Ensuring customer satisfaction and financial objectives are met
 - Implementation and adherence to business processes and service applications
 - Driving proficiency and performance of Service support staff
 - Proactive management of the companies H&S policy
 - Owns the day to day tactical local service business
 - Delivers high customer satisfaction
 - Delivers positive business results
 - Processes of all lines of service business. Including refurbishment and upgrades
 - Implements and maintains delivery standards consistent with objectives for sustainable, profitable growth through effective execution of work.
 - Ensure local documentation is correct and developed for service processes, for example unit maintenance.
- **Financial Planning & Reporting**
 - Financial objectives are met through accurately forecasting, analysing and driving the business
- **Support to Local Service Teams**
 - Provides coaching and support in managing the day to day business
 - Creates processes and implements them sharing best practices and service applications.
 - Responds to indicators of problems with training, resources and ideas with mitigate problems and risk.
 - Ensures training, communication, measures and reinforcement of processes and service applications.
- **Project Management**
 - Subject matter expert during large project delivery
- **Health and Safety**
 - Ownership and development of local H&S procedures in respective counties.
- **Customer satisfaction**
- **Strategy & Business Plans**
- **Account management of service customers.**

QUALIFICATIONS

- English and Maths A-C/9-5 GCSE Grade (or equivalent)
- HND in Engineering (preferably HVAC)



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- Minimum 5 years team Management experience

SKILLS

- Solid organizational skills
- Attention to detail skills
- Strong interpersonal skills to effectively communicate with both internal and external clients
- Ability to simultaneously handle a large and diverse number of projects, tasks and issues with tact, cooperation, and persistence.
- Able to prioritize work activities based upon financial impact to desired business goals.
- Demonstrated competence in written and verbal communication skills.
- Experience and/or basic project accounting or costing principals.
- Able to communicate with others at varying levels.
- Able to influence diverse teams to accomplish tasks/goals.
- Able to use Service Management software and financial accounting systems.

EXPERIENCE

Minimum of 5 years HVAC service industry experience managing service operations and/or service dispatch/scheduling.

PERSONAL ATTRIBUTES

- Able to positively represent Dantherm
- Must be able to travel 50% of the time (UK and abroad)
- Determined
- Takes ownership
- Must demonstrate the ability to perform work independently

HOURS

Your normal working hours will be 37.5 hours per week with a one-hour unpaid lunch break.

However, you shall be expected to work such additional hours as are necessary for the proper performance of your duties and acknowledge that you shall not receive further remuneration in respect of such additional duties. The company will seek to ensure that you do not work an average of more than 48 hours in a working week

REWARD PACKAGE

- Competitive Salary (based on experience/qualifications)
- Bonus scheme (Profit related)
- 25 days holiday per annum (up to 5 days used for Christmas shutdown) increasing with length of service, up to a maximum of 30 days per year
- Company sick pay (after 13 weeks service and increases with length of service)
- Pension Scheme
 - Auto-enrolment 3% employee contribution and 2% employer
 - Group Personal Pension Scheme (once qualified) 3% employee contribution and 3% employer increasing with length of service
- Life Assurance (2 x basic salary)
- Private Medical Insurance (once qualified)



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- Childcare Voucher Scheme
- Employee Assistance Programme

OTHER BENEFITS

- Free onsite parking
- Monthly flexi-Fridays (staff can leave at 2pm, having made the time up that week)
- Dress down Fridays
- Medical appointments paid up to one hour (excluding opticians)