

# Gas Service / Installations Manager

**Job title:** Gas Service/ Installations Manager

**Department's:** Service & Installation

**Reports to:** Board of Directors

## Job purpose

We are looking for a dynamic and experienced gas safe qualified manager who will have overall responsibility for leading and managing our growing Installation and Service department teams managing both domestic and commercial contracts.

Reporting directly to the Board of Director's. You must be experienced in CRM and IT, able to manage budgets, commercially focussed and results driven. This is a fantastic opportunity for the right person to further develop within the company

## Main duties and responsibilities

You will be responsible for successfully managing and maintaining a highly motivated, engaged multi disciplinary teams.

- Health and safety – Responsible for overseeing all aspects of Health and Safety for the departments, ensuring compliance with current regulation/ legislation standards. (e.g. Gas Safety Regs, OFTEC) and delivery of tool box talks etc.
- Overseeing the effective use of resources and materials to ensure that all jobs are completed in a quality way, on time and within budget.
- Ensuring that performance management processes and reviews are carried out effectively for the overall team and direct reports:-
  - Setting of objectives and supporting PDPs (Personal Development plans) in accordance with company goals/ vision
  - Managing all HR aspects within the team including starters/ leavers & training needs
- Excellent levels of communication are maintained both within the team, and equally with our customer and clients
- Positively drive and champion company process changes to improve our delivery and existing service offering to our customers/ clients

- Proactively manage and grow our existing client relationships to ensure we are exceeding our customer expectations by adding additional value and service offerings to our contracts both existing and new.
  - Identify new business opportunities
  - Further developing our existing service products including Heat:Plan
  - Ensuring that all financial and performance KPI targets are monitored, tracked and achieved in line with departments budgets
  - Supporting and contributing to any tender bids
- Overseeing the effective mobilisation of any new contracts
- Active and effective participation and contribution in Management/ Client meetings and other monthly meetings including the provision of reports and analysis to highlight operations performance, risks and any actions to improve shortfalls within the business.
- Ensuring that the teams are contributing to the overall reputation, sustainability and growth of the Business. This includes:
  - All service and quality standards are compliant and that the Gregor Guarantee and values are understood and delivered by all staff

## Key Relationships

### *Internal*

Board of Directors & Supervisors

### *External*

Clients, H & S Consultant, sales merchants, HR Consultant, Contracts Managers

## Person specification

### *Qualifications & training*

- Gas safe qualified (essential)
- Other fuels qualifications such as oil, MCS etc
- Management training
- IOSH Managing Safely/ Site Supervisor Safety Training Scheme/ Site Management Safety Training Scheme/ NBOSH Management of Health & Safety or similar

### *Experience*

- Proven track record of managing multi-disciplinary teams (service & Installation) (essential)
- Good understanding of Health, Safety, compliance and quality standards (essential)
- Strong Commercial awareness

### *Skills*

- Strong interpersonal and man management skills including HR (essential)
- Excellent IT Skills (essential)
- Motivational and positively engaging with your team to deliver company best practise (essential)
- Good Technical Knowledge of Service and installation (essential)
- Familiar with Microsoft Dynamics (CRM) & Propeller (desirable)

To express interest in this role please email a CV to [steve@gregorheating.co.uk](mailto:steve@gregorheating.co.uk)

## **Gregor Heating's Values**

**Passion** –We are passionate about the quality of our work and the service we provide to our customers, suppliers and each other

**Pride** –We are proud of our Company and our reputation and are committed to being the best we can

**Professionalism** –We are qualified and well trained team, always behaving in a professional manner treating everyone with courtesy, respect and consideration

**Protective** –We will protect the reputation and sustainability of our business and are accountable for every decision we make. We are trusted and reliable

**Proactive** –We are forward thinking. We use the very best technology, equipment and training to always be able to provide the best solution for the customer