

Operation's Manager- Installation

Job title: Operation's Manager - Installation

Department: Domestic Gas & Renewable Installations

Reports to: Operations Director / Business Process Director

Job purpose

This is a unique position within the company for an ambitious and dynamic person with a strong technical background within the renewable and gas heating sector.

Working in conjunction with the department Sales Manager's you will be responsible for managing the installation of Gas and renewable heating systems for mainly domestic and small commercial contracts. Ensuring all works are completed on time, within budget, scope and in accordance with the required standards.

You must be commercially focused, and results driven. This is a fantastic opportunity for the right person to further develop and grow within the company

Main duties and responsibilities

You will be responsible for leading the Operations & Admin team and successfully managing and maintaining a highly motivated, engaged and performing team.

- Health and safety – Responsible for overseeing all aspects of Health and Safety for the department, ensuring compliance with current regulation/legislation standards. (Gas Safety Regs, OFTEC, MCS regulations) and delivery of tool box talks etc.
 - Supporting our Health, Safety & Compliance Consultant to ensure that all engineers' training and qualifications are up to date
- Overseeing the effective use of resources and materials to ensure that all jobs are completed in a quality way, on time and within budget, taking ownership of the internal Installation's programme.
- Must have a sound knowledge of renewable heating technologies and a passion for continued learning as technologies evolve.
- 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
- Ensuring excellent levels of communication are maintained both within the team, and equally with our customer and clients whilst taking ownership of compliments and complaints
- 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
- Overseeing and taking ownership for 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 opportunities and any actions taken to improve any shortfalls.
- Responsibility for ensuring that all financial and performance KPI targets are monitored, tracked and achieved in all commercial contracts.
- Leading the team in contributing to the overall reputation, sustainability and growth of the Business. This includes:
 - Ensuring that service and quality standards are compliant and that the Gregor Guarantee and values are understood and delivered by all staff
 - Overseeing and managing the departmental budget ensuring that all spend is line with expectations
 - Working closely with other Managers, to identify and develop new and existing business opportunities and to support tenders for maintenance contracts.

Key Relationships

Internal

Board Directors, Sales Manager's, Engineers & Admin teams

External

Clients, Customers, H & S Consultant, sales merchants, HR Consultant

Person specification

Qualifications & training

- Gas safe qualified
- Other fuels qualifications such as oil,
- Good working knowledge of MCS processes
- IOSH Managing Safely/ Site Supervisor Safety Training Scheme/ Site Management Safety Training Scheme/ NBOSH Management of Health & Safety or similar

Operation's Manager- Installation

Experience

- Proven track record of managing multi-disciplinary teams
- Good understanding of Health, Safety, compliance and quality standards
- Previous experience in a similar role
- Commercial Knowledge

Skills

- Strong interpersonal and man management skills
- Strong IT Skills
- Motivational and positively engaging with your team to deliver company best practise
- Good Technical Knowledge
- Familiar with Microsoft Dynamics (CRM)
- Propeller Field Service Management system or similar

What's in it for you?

- Competitive Salary
- If you have the right ambition and drive, this is a great opportunity to further your career
- Company vehicle or allowance provided
- Pension
- Holiday Sacrifice Scheme
- Working for a well-established local family company with a great reputation which has been trading for over 30 years
- Predominately working within a 40 mile radius of the Bristol office

To express interest in this role please email a CV to steve@gregorheating.co.uk and kylie@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

Operation's Manager- Installation

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