

OUR CORE VALUES



Gas Installation Manager

Department: Gas Installation Department

Reporting to: Gas Installations Operations Manager

Hours: Monday – Friday, 8am – 6pm

Location: Epsom Office, Longmead

Description

This role is field, and office based with the successful candidate being responsible for managing a team of installation engineers, subcontractors, electricians, builders, supervisors, and surveyors. You will be expected to ensure that all planned and responsive installation works are completed to the highest standard and that excellent customer service is delivered consistently on every job.

You will be accountable for maintaining client relationships, guarantying that all work is completed in line with contractual agreements specific to each client and resolving any client queries.

The role will require the Installation Manager to work closely with the office team to ensure workload/manpower match is correct, maximising performance to deliver the budgeted volume/value business targets.

Main pre-requisites

- Full range of ACS gas qualifications
- Held a Supervisory role for a minimum of 5 years in the heating industry
- Competence in IT systems
- Experience in high standard of customer service
- Recruitment and sourcing of 3rd party labour to meet workload requirements

- Safety focussed approach for all employees and customers
- Accountable for client KPI's to ensure deliver of budgeted volume and value targets
- Strong communication skills and interpersonal skills
- Good commercial acumen to support the delivery of budgeted value targets and to improve business margins per install
- Demonstration of organisational skills to maximise productivity of team
- Coaching and training skills to support team in developing knowledge
- Flexibility, able to adapt to changing workloads and client requirements

Key responsibilities

- Create a “safety first” environment ensuring employees and customers safety is established as our number one priority
- Ensure high quality of installations and workmanship from team members
- Accountability for all quality control of work to ensure it is completed to the standard expected by client & the business
- Manpower/workload matching to ensure appropriate skilled labour is available to achieve budgeted volumes and value
- Sourcing of labour if required to meet required manpower requirements and managing inductions to ensure safe working practices are followed
- Accountable for health & safety for all employees and customers in your client areas
- Ensure employee and customer safety is maintained and delivered at all times
- Coach and support of team to develop individual skill set to deliver high quality of work
- Communicate effectively and in a timely manner with clients, customers, employees, and sub-contractors; ensuring all queries are responded to effectively
- Accountable for all client KPI's including Work in Progress reports to ensure a timely completion of completed work.
- Manage all complaints in your area and support customer care team in resolving customer/client queries within timeframes, providing feedback to employees on any issues
- Manage all team escalations, resolving initial disciplinary/grievances and attend hearings if required
- Increase team productivity and moral, ensuring excellent customer service is achieved
- Completion of appraisals
- Prepare and carry out Toolbox talks for all trades within operational area

Benefits of working for us

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envious reputation for **high staff retention** rates
- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **Living Wage** employer
- Members of **the 5% club**



Interested in applying?

Please send a copy of your CV to tony.byrgaves@smithandbyford.com