

JOB DESCRIPTION

JOB TITLE: General Manager

LOCATION: Scotland

REPORTING TO: Divisional Director

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

To facilitate and control the standards of all support services supplied by ABM. Through competent leadership and management skills the General Manager will develop an effective team consistently meeting or exceeding the service needs of the Client.

To ensure the consistent provision of Soft and Hard services at a number of blue chip contracts within the Region.

To provide operational, financial and commercial management of assigned contracts / sites and to develop further business opportunities and revenue within the portfolio. You will build on customer relationships and develop your team to provide outstanding customer service, technical compliance and safety at all times.

To endorse the ABM brand and uphold the company image at all times.

Main Duties & Responsibilities:

General Duties:

- To perform any specific investigations as may be requested by senior management, responsibility for the implementation of and the maintenance of the quality management systems, carrying out monthly quality assurance checks.

- To manage the delivery of Security and Housekeeping and Guest Services and to act as a support function for the provision of Maintenance services on site, ensuring compliance, budgetary control and continuous improvement.
- To show full profitability of contract portfolio in line with customers' expectations.
- Completed works will be invoiced on time and reflect a profit.
- Performance management of engineers against customer KPI's.
- Effective management of Engineers to delivery outstanding customer service.
- Carry out team appraisals.
- Site log books to be maintained; site safety compliance and documents updated.
- Generate new works and small projects in addition to the base line contract value.
- Build a close working relationship with customers to drive further business opportunities.
- To implement, observe and comply with all good working practices and to ensure compliance within the Health & Safety and statutory regulations.
- To ensure the Technical Building Services Maintenance function is delivered within budget and monthly company and customer reports are produced accurately.
- To produce monthly management reports and attend finance and review meetings as directed.
- Must implement all statutory and legislative policies to ensure compliance.
- To manage and execute all Planned Preventative Maintenance tasks and minor project works on all sites in line with the contract scope, ensuring full PPM compliance at all times
- The management and execution of all reactive/emergency tasks and minor project works on the site/sites in line with the contract.
- To manage all 3rd party resources working on behalf of ABM on the portfolio.
- To prepare and manage tender documentation as required by the Bid team.
- To undertake a full monthly audit of all major sites and to follow up urgently on any nonconformance issues.
- To manage all procurement requirements on the site/sites.
- To ensure the professional and concise day to day operational interaction with the client/clients on the site/sites.
- To attend where practicable the Client meetings as directed by the Director.
- Support the Supervisor, Helpdesk Administrators , Technicians and site Team's in their roles through effective communication

Financial Management

- Full P&L accountability.
- Meeting budgetary targets, monitoring financial plans with profit and loss information, strategic planning, setting key objectives.
- The monitoring of expenditure and income against plan, credit control, control of all direct costs by the use of efficient methods of operation.
- To ensure that all forecasts are achieved, to secure and implement, when necessary, price adjustments.
- Responsibility for the review of cost-efficient methods of operating, managing margin improvements by means of productivity.
- To be responsible for all wage sheets submitted by Site/Contract/Branch/Regional
- Managers/Supervisors ensuring staff are paid correctly and all contracts adhere to set budgets on wages.
- To authorise all materials requisitions ensuring they are set budgets and are on the Company's approved list of materials.

Administrative Duties

- Replying to customer queries, both orally and in writing, setting work targets for lower management.
- Attending meetings both internally and with customers, on a monthly / quarterly basis.
- Briefing, de-briefing and training in line with operational requirements across all service lines.
- To perform any specific investigation as may be requested by senior management.
- Responsibility for the implementation and maintenance of the quality management systems, carrying out monthly quality assurance checks.

Staff Recruitment, Selection and Industrial Relations

- Responsibility for the recruitment of all Branch Managers, Contract Managers, Site Managers and Site Supervisors.
- To ensure that employment records are current, to carry out staff appraisals and to carry out staff appraisals and to recommend candidates suitable for future development.
- To ensure staff are employed in accordance with the Company's employment procedures.
- To ensure staff are trained in the duties for which they are employed.
- To ensure that staff are aware of the Company's Disciplinary and Grievance procedures and that the procedures are adhered to in all disciplinary cases.
- Ensuring the Company's Health and Safety procedures are practised by all employees.

Business Development

- To expand the revenue base, and the retention of existing profitable trade, seeking growth, successful conversion of competitive estimates, directly or indirectly helping with sales, prospecting, surveying, estimating and securing new trade.
- Take ownership of the Waste Management processes and develop 'green' initiatives in line with the developing needs of the business and considering changes to legislation

Person Specification:

- We are looking for a commercially competent, enthusiastic and flexible individual who will create a positive working culture and drive the teams to success.
- Preferably have a Hard & Soft Services background with industry experience in managing contracts and the associated P&L that would include small project works across multiple sites in a similar or related role.
- You will be able to demonstrate a strong customer focused, commercial understanding; financial and people skills capabilities.
- Presentation, communication and planning skills and computer skills using Microsoft Office: (Excel, Word, Powerpoint).

Essential

- Sound Leadership skills
- Good Communication skills
- Good Interpersonal skills
- Show initiative

- Aptitude to receive and deliver training
- Deal with customers both internal and external
- Be able to take responsibility
- Well- developed IT skills
- SIA licensed. NEBOSH / IOSH trained
- Experience of managing housekeeping and security services in a busy public place
- Ambitious.
- Flexible approach.

Desirable

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.