

## JOB DESCRIPTION

**JOB TITLE:** Branch Manager

**LOCATION:** Midlands

**REPORTING TO:** General Manager

### 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 Branch Manager will develop an effective team consistently meeting or exceeding the service needs of the Client.

#### 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

##### Financial Management

- 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 basis.

#### Staff Recruitment, Selection and Industrial Relations

- Responsibility for the recruitment of all 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.

#### Person Specification:

- 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

## 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.***