

# Field Service Manager

## Job Description and Person Specification

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**Stannah**

Function: To manage the Field Team

Reports to: Branch Manager

### Purpose

To manage your team of engineers to deliver the Branch Business Plan objectives for PPM, management of LOLER defects, call-out reaction, first time fix and general margin contribution as well as supporting the Company purpose, values, objectives and goals.

Management focus of our Branch Field workforce and Subcontractors in all aspects of service delivery, Health and Safety being the top priority as well as People (employee development), Customer Service, Financial, Operations and Risk.

### Core Responsibilities

#### 1. Risk:

- No compromise on **Health and Safety**: of yourself, your colleagues, customers and members of the public by adhering to and be a champion of our Health and Safety Policy, Procedures and Safe Systems of Work Booklet (SSoWB) at all times.
- Comply with all relevant Policies and Procedures within our Quality Management System (QMS).

#### 2. Financial:

- Consider your actions and the financial impact that they have on the business.
- Care for stock, tools and other equipment to prevent damage or wastage.
- Ensure your activities are scheduled to ensure services are delivered effectively and within the scope of the Customer's contract to maintain profit margins.
- Recognise sales opportunities and communicate these to our Sales teams effectively.

#### 3. Customer:

- Regardless of the contract, deliver the service professionally and with pride.
- Maintain pro-active communication with your customer at all times, both externally and internally.
- Ensure you and your team deliver the very highest levels of customer service. Pro-active communication being the key element to this.
- Managing customer expectations and updating before issues become escalated.

#### 4. People:

- Attend all planned training, actively participate and apply the learning effectively in the workplace.
- Contribute to, and where appropriate take the lead on, continuous improvement activities.
- When appropriate, support Field Engineers and Apprentices with their learning.

#### 5. Operations:

- Work to the agreed standards to ensure service delivery is achieved and maintained as a minimum.
- Understand and support the operational targets as appropriate for PPM, LOLER, and First Time Fix.

- Balance your time between being in the field supporting and monitoring your individual team members activities and good use of their time; and the office minimising unproductive activities and time, exceeding PPM and FTF targets to ensure a strong general margin contribution from your team's efforts.
- Assist the sales teams to achieve the delivery of repair works and communicate any risks for major refurbishment quotations.
- Utilise the SMR system, and tools within, to improve operational performances.
- Ensure you use intercompany systems correctly and communicate effectively with your peers, office staff and other group companies so that at all times the highest levels of motivation, co-ordination and co-operation are maintained.
- Ensure services are completed within the set time constraints and be mindful of costs.

### **People Management Responsibilities:**

- **Health, Safety and the Environment.** Monitor and manage engineers and subcontractors for compliance with Stannah policies, SWP's and the SSOW booklet
- **Site monitoring:** Carry out site monitoring of each team member and each subcontractor, to include Health, Safety and Environmental objectives as set in the team briefs. Ensure you monitor each engineer through quarterly reviews.
- **Absence Management:** ensure staff attendance is monitored and managed in accordance with the absence management policy, including the accurate reporting and completion of Return to Work interviews.
- **Performance Management:** ensure staff are performing to the standard required and in accordance with their job description.
- **Appraisal:** carry out regular reviews in accordance with the Appraisal Procedure, including completion of the training needs identified to further develop engineers. The training needs must be communicated to the relevant department of Training and/or Learning and Development.
- **Employee Relations:** manage staff in accordance with the company policy and procedures. This includes taking a leading role in the disciplinary process.
- **Training and Development:** identify and assist in the training and development of your field team as appropriate in order to ensure they have the skills and knowledge to perform their role using the support of the Training department.
- **Development:** participate in the development and implementation of the Company's people development, training plans and procedures. To include designing, implementing and monitoring procedures to improve performance.
- **Overall management:** of the Branch Service Engineers/Technicians with the support and guidance from the company HR Department.

### **Other responsibilities: include work planning and general administration:**

- Ensure that suitable risk assessments and method statements are in place and communicated to field staff
- Ensure that field staff adhere to PPE requirements
- Organisation of effective routing for all engineer workloads
- Encourage and utilise where possible pro-active schedule of PPM visits to improve both customer experience and engineer efficiency
- Organisation of the completion of LOLER defects
- Organisation of Engineers training requirements
- Organisation of Engineers equipment and documents
- Accident and near miss investigation and reporting
- Customer service/respond and address queries and complaints
- Credit control logs and CRM
- Customer feedback
- Maintenance of Portfolio

- Ensure fair allocation of holidays
- Company updates by ensuring field staff are briefed on updates on POP or other media
- Participation in the out of hours service management rota
- Any other duties/responsibilities as requested by the Branch Manager or other Senior members of the Stannah organisation.

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Management function.*

## **Relationships**

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

### External

External agencies including suppliers and customers.

## **PERSON SPECIFICATION**

### **Skills and Experience**

- Hands-on management of Health and Safety in the workplace
- A proven track record of success in a similar business environment, managing a team of field-based engineers/technician that are the interface between the customer base and administrative office environment
- Commercial awareness/acumen in the management of the team to deliver the required targets within the financial constraints of the contractual commitments
- Strong leadership experience and management of technical field based engineers together with strong interpersonal and customer communication skills
- A well-developed understanding of best in class customer service.
- Good understanding technically of the lift industry in both the complex maintenance of products but also supply lines and other solutions.

### **Personal Attributes and Behaviours**

- An attitude that puts safety first.
- High levels of self-motivation, self-managing and tenacity to deliver on business plans
- Gravitas with peers, subordinates, customers, suppliers and distributors
- Well-developed monitoring, coaching and delegation skills
- Highly developed communication and listening skills
- A positive and constructive approach to problem solving
- An inclusive style of leadership that reaches out to other levels of the organisation, above, below and side ways
- Willingness to Travel - must hold valid UK Driving Licence
- A personal commitment to the values of the Stannah Group, to deliver on promises in safe and effective ways that demonstrate that we care.

Stannah is an equal opportunities employer and welcomes applications from those who are eligible to work in the European Union, irrespective of age, sexual orientation, race religion or political affiliation.

## **Managerial and Supervisory Responsibility**

- Engineers, Technicians

## **Education and Qualifications**

- Professional or technical qualifications
- Qualified to a minimum of NVQ level 3 Management or equivalent (training provided for internal applicants)
- Qualified to a minimum of NVQ Level 3 in Lift Engineering for Industrial focused FSM or NVQ2 in stairlift engineering for Domestic focused FSMs or equivalent industry experience

You will also complete suitable training to enable you to work to our policies and procedures e.g. the appraisal system, our Disciplinary procedures and the use of our IT systems.

## **Other information:**

- Working Hours: 39 hour working week with 45 minutes unpaid lunch
- The jobholder will be based at their contracted Service Branch Office and will be required to travel to sites, other Branch Network and locations as and when required.
- Company Car Grade D.
- 25 Days Annual Holiday plus 8 Bank Holidays.
- Employee Benefits including but not limited to Stannah Rewards, Pension, Cycle to Work Scheme, Performance Plan, Wellbeing etc.