



JOB DESCRIPTION

PLUMBING & HEATING BRANCH MANAGER TRADE CENTRE

Our Vision

To be Jersey's leading supplier of plumbing, heating and building material products for the Trade and Retail. 'Best of the Best' in customer service is at the heart of all we do.

Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

The Department

The Trade Centre supplies predominantly trade, but also retail customers with plumbing, heating and building materials. We know and engage with our customers, which gives us knowledge on delivering what they want. We therefore insist on having knowledgeable staff to advise on plumbing, heating, drainage and building materials.

The Role

The Plumbing & Heating Branch manager will demonstrate initiative in all areas of management and specifically in sales performance. He/she will recommend improvements in the use of resources, including personnel, and will work within the broad directives of the Board of Directors, seeking advice where appropriate.

The manager will also organise activities to deliver the best possible care for customers in all aspects, including enquiries, sales, deliveries, complaints and after-sales service.

They will keep in complete confidence prices, discounts, profit margins, company performance, personnel details and similar commercial information and only discuss these matters with Senior Management and other managers, where relevant

REPORTING LINES

Reporting directly to the Managing Director.

Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times



Person Specification

1. An effective leader of people/teams with excellent communication skills
2. A team player who builds effective working relationships with a wide range of stakeholders i.e., colleagues at all levels, customers, suppliers and shareholders.
3. Entrepreneurial

Knowledge of:

Vast and comprehensive knowledge of the Plumbing and Heating industry and materials.

Experience of working in a commercial environment and leading on a range of business activities such as sales, marketing, people management, stock management, product selection, buying, budget management and sales analysis.

Skills required:

Selling	Numerate	Effective Communication
Initiative	Problem solving	Prioritisation
Self-management	Time management	People management
Driving licence	Training/Mentoring	

Attributes

Professional	Flexible	Reliable
Caring	Passionate	Honest/Fair
Supportive	Direct	"Can do" attitude
Logical	Gravitas	Organised
Common sense	Calm under pressure	Meets deadlines

KEY OBJECTIVES

- To maximise the branch and company's profitability by the efficient use of all resources.
- To ensure the smooth and efficient running of the Trade Centre.
- To maximise every sales opportunity at the highest level of profitability.
- To build and maintain effective relationships with colleagues, customers and suppliers.

Staff & Training

- Directly responsible for all staff within the department, ensuring the effective use of all personnel.
- In conjunction with the HR Manager, to include induction, training, development, appraisal, employee relations, dress code, timekeeping and absence.
- Continually appraise staff and run training needs analysis of staff in matters such as product awareness, systems and procedures as well as customer service.

Products and stock

- Managing an existing portfolio of products for sale.
- In conjunction with the Sales Director, fully appraising and recommending new products, suppliers and pricing structure for the market, with a balanced proposal.
- Negotiating with suppliers on all matters, but especially concerning supply, buying terms and costs.
- Effective stock management, including the keeping of accurate records and safe and tidy storage.

- Organise, undertake and record accurate stock records at intervals determined by Senior Management.
- As part of stock management, achievement of the company's objective on stock turns, values and handling of slow moving stock.
- The Branch Manager must have or gain a thorough technical knowledge of all products and applications, including their features and benefits. It is necessary to also be aware of other departments' products and services.

Sales & Marketing

- Managing activities to deliver excellence in customer care in all aspects, including enquiries, sales, deliveries, complaints and after-sales service.
- Develop and implement cohesive marketing plans to our various customer types (all construction industry personnel and consumer awareness).
- Continually manage the pricing of materials and allocation of discounts.
- Manage and input into the pricing of quotations and estimates.

Financial

- The Branch Manager will review and report on monthly financial reports and be responsible for achieving all annual financial budgets such as sales, cost control, gross and nett profit.
- Complete confidence is expected with regard to our prices, discounts, profit margins, company performance, personnel details and similar commercial information.

Systems

- Work within and manage established systems, policies and procedures, whilst recommending, developing and maintaining systems of work to maximise efficiency.

Changes

Because of the ongoing diversification of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.