

JOB DESCRIPTION

Title	Service Operations Manager
Reporting To	Head of Service
Accountable For	Delivering excellent service through efficient performance of Metric Group's field service team to ensure customer satisfaction.
Role Summary	<ul style="list-style-type: none"> • Customer focused and results orientated with a positive attitude and professional "can do" approach. • Overall responsibility of Metric Service Teams (technical and Field Based) ensuring that the quality of the team and their service delivery is always considered superior by Clients and colleagues. • With an operational Field Service background and experience of leading Field Service Team Leaders (Directly) and up to 50 Service Engineers (Indirect reports) • Commercially aware with the ability to control materials, labour and overhead costs. • Good understanding of Data and analytics to ensure that KPI's are checked daily, weekly and monthly reporting of KPI's to the wider business and assisting Client Service Manager in completing Quarterly presentations to clients. • Develop and encourage the Service teams to exceed performance targets and improve their own skills. Importantly to ensure that the Service Team leaders are continually appraising, developing and leading their teams • Accountable for driving continual change to performance and improving the service culture where customer criticism is immediately responded to and the quality of delivery is improved. • Ability to build close working relationships with clients, colleagues. • Attends customer reviews and site visits as required and champions quality advocacy and superior service delivery at all times to all customers both internal and external. • Develop a service team that not only archives expected quality and performance but continually overachieves against expectations.

	<ul style="list-style-type: none"> • Always seeking new and innovative ways of enhancing company revenues and challenging overheads, with strong cost management to ensure company exceeds its profitability targets. • Deputise for the Head of Customer Service when required. • Works very closely with Client Services Manager to ensure a well-run and successful service business unit • Skills in MS Outlook, Excel and Word are essential. • A full, clean UK driving licence is essential.
Main Duties	<ul style="list-style-type: none"> • Arrange regular meetings with key customers (UK wide & Republic of Ireland), and ad-hoc meetings as required. Responsible for producing and distributing minutes for each meeting. Also responsible for ensuring allocated action points are performed to an acceptable level and within the agreed timescales. • Close liaison with Head of Customer Service, Client Services Manager and with Metric's other departmental managers. • Work closely with sales managers and commercial functions to ensure (SLAs) are optimised • Continually challenge and examine head counts to ensure that the right level of people are delivering an appropriate level of service • Put in place performance management plans for Service Team Leaders, regularly observe and develop to ensure that they are leading their teams in the right way • Deal effectively and swiftly with customer complaints and technical queries. • Ensure contractual performance targets are met and exceeded. • Ensure all preventative maintenance work is completed on time. • Monitor the quality of product installed, providing accurate feedback to the Solution and Operations Directors • Authorise and validate all claims for overtime, expenses and check work record/output of all direct reports. Ensure that team leaders are managing all approvals correctly • Carry out Direct Report One to ones on a monthly basis, complete performance management reviews at least quarterly and appraisals annually. Oversee with Team Leaders probation reviews and that disciplinary procedures as followed as required.

	<ul style="list-style-type: none"> • Ensure that engineers' vehicles and associated stock are kept in good condition and that stock levels for the engineers are maintained to the optimum level. • Regularly review data from vehicle tracking system, investigate any areas of concern • Remain responsible for all aspects of Health and Safety and safe working practices within field of operation. • Carry out any other duties as agreed.
Person Spec	<ul style="list-style-type: none"> • From a Field Service background – Essential, experience outside of parking would be preferred • Customer-focused, with a close eye on the margin. - Essential • Technically competent • Able to carry out effective training, mentoring and performance management • Ability to deal with internal and external staff at all levels. • Pragmatic approach in dealing with all internal issues and customer dissatisfaction. • Can do and right first-time attitudes
Health & Safety Statement	<p>Under the health & Safety at work Act, each individual has a legal responsibility for their own welfare and for the health and safety of others. Any queries you may have relating to health & safety matters should be raised in the first instance with your supervisor, your manager or a member of Human Resources Department.</p>
Equal Opportunities Statement	<p>Metric is an Equal Opportunities Employer and will promote regardless of sex, sexual orientation, marital status, disability, religion, beliefs, colour, race, nationality, gender reassignment, ethnic or national origin.</p> <p>Our aim is to ensure that no job application or employee received less favourable treatment or is disadvantaged by employment conditions or requirements which cannot be shown to be justifiable.</p>

Employees Signature..... Date.....