**Job Description**

**Area Manager**

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| **Job Details** |

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| Reporting to: General Manager |  | Date: 1st December 2013 |

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| Department: Loo Hire |  | Location: Bridgend |

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| Responsible for: Loo Hire Sites – Bridgend / Coventry  |

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| **Job Summary** |

The Area Manager organises and supervises all of the business activities that facilitate the smooth running of the Loo Hire Operation at the Bridgend and Coventry sites. The Area Manager carries out a range of operational and administrative related tasks. The work varies from running the daily loo hire operation to overseeing and managing numerous staff at both locations.

The Area manager plays a vital role in ensuring that the day-to-day operations of a business run smoothly. They are responsible for ensuring that effective methods are put into place so that the company runs to its maximum productivity.

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| **Key Responsibilities** |

* Assigning daily drivers to company vehicles and ensure proper start times are maintained
* Ensuring all drivers are compliant with VOSA requirements and regulations
* Ensuring all vehicles are maintained and serviced to the necessary standard and where appropriate compliant with VOSA requirements and regulations
* Communicating daily with all drivers and providing assistance where required
* Assisting in the training of drivers relating to policies and procedures
* Monitoring, investigate and document all driver performance activities
* Harnessing a working environment which encourages team work, energy and creativity. To achieve this, they should have strong leadership and excellent problem-solving skills along with good communication skills. Managing filing systems; including HR records
* Attending meetings with senior management
* Developing and implementing new operating systems, such as record management
* Maintaining the condition of the office and arranging for necessary repairs
* Ensuring adequate staff levels to cover for absences and peaks in workload
* Responding to customer enquiries and complaints
* Reviewing and updating Health and Safety policies and ensuring they are observed
* Supervising and monitoring the work of all employees at the Bridgend and Coventry sites
* Overseeing the recruitment of new staff including training and induction
* Training and Development of Team
* Promoting staff development and training
* Ensuring safety regulations are adhered to at all times in line with legislation requirements
* Implementing new measure to provide motivation for employees
* Overseeing customer service and assess that they are meeting customer satisfaction goals
* Preparing, revising and submitting reports, budgets and other documentation
* Communicating information to the departments filtered for management
* Any other reasonable task required by the company

**Key Skills**

* Good oral and written communication skills
* Ability to work to a high level of accuracy with particular attention to detail
* Excellent customer service skills and telephone manner
* Enthusiastic, efficient, well-motivated and a positive attitude
* Ability to organise and prioritise
* Ability to manage a large team at different locations
* Good product knowledge

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| **Confirmation** |

Please check that the above details are correct and sign below to confirm. Thank You.

**Job Holder:**

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| Name:  |  | Date:  |

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| Signature:  |

**Manager:**

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| Name:  |  | Date:  |

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| Signature:  |