



Job Description

Job Title: Project Manager

Reports to: Regional Manager

Context: Within the UK, ISS Facility Services – Restoration provides damage management and associated services to Private and Public Sector organisations, including Local Authority and Insurance customers. ISS Facility Services – Restoration offers innovative operational and development solutions that have been built using the strong foundation of the ISS organisation.

Main Purpose: Responsible for the successful delivery of project KPI's, including service delivery standards in relation to the customer specifications and requirements and achievement of the regional and business financial budget targets.

The Project Manager is responsible and accountable to the Regional Manager for the procurement, processing and successful conclusion of projects within agreed financial parameters, operating procedures and all legislative requirements covering both operational and personnel training requirements to meet and exceed performance targets.

Ensure compliance with all ISS and customer policies and procedures.

Key Responsibilities

- Manage and ensure that all the administrative, operational, Quality and Health and Safety aspects of the projects are delivered to the client in line with the expectations and requirements of the Company, in particular our Management Procedures.
- Responsible for producing and negotiating the report and costs with the client and loss adjuster using commercial skills to maximise the profitability for the Company whilst at the same time delivering an economic solution to the client.
- Regular contact with the loss adjuster and customer to ensure the smooth running of the project and to promote future business.
- Responsible for the collection of overdue or outstanding debtors in conjunction with credit control and responsible for recording and resolving client concerns and complaints.
- Responsible for the planning and execution of promotional visits to the offices of loss adjusters, insurers, insurance brokers and other intermediaries within the given area in conjunction with the Sales team. Responsible for the periodic arranging of presentations to groups of loss adjusters and insurers and other groups in the market place within the area.
- The Project Manager will work from the Regional Office. They may be deployed to other regions or overseas projects as the need arises and in agreement with the Regional Manager.

Business Management

- Control the arrangements for the proper financial and commercial management of their project.
- Manage and evaluate objectives and targets for the region in conjunction with the Regional Manager to ensure all requirements are met and the business developed.
- Setting individual project and overall objectives and targets for your projects and the team ensuring the required work, standards and financial targets are achieved.
- Ensure compliance with statutory and corporate requirements particularly with regards to H&S and HR legislation.
- In conjunction with the Sales team, produce regular account retention and development plans to ensure absolute focus on regional customer retention and account development.

Client Relationship

- Develop and maintain a relationship framework for the regional customer basis and to ensure working relationships at all levels of the region are in place and effective, working in conjunction with the Sales team.
- Promote timely and quality client communications.
- Provide proactive feedback to clients in areas of cost control, work scope, innovative improvements and additional services.
- Ensure client issues are dealt with effectively at the appropriate level.
- Check that all quality matters are being treated in a timely and professional manner as required.
- Attend appropriate client meetings, encourage active improvements and provide feedback to clients.

Employee Engagement

- Manage and provide direction, guidance and support to all staff in the provision of all elements of Restoration services, ensuring they are able to carry out their roles efficiently and effectively.
- Implement performance management systems and assist in the regular appraisals and reviews with Supervisors and Technicians.
- In conjunction with the Regional Manager and Human Resource Department manage all disciplinary matters and Industrial Relations issues where appropriate.
- Create, maintain and enhance effective working relationships with regional staff and all other staff within the Company.
- Team building by active participation and encouragement of staff input.
- Assist the Regional Manager with the recruitment and selection of staff. To provide ongoing support to the development of all Supervisors and Technicians.

Health Safety and Environment

- Develop a safety culture within the business to establish a secure and safe environment.
- In conjunction with the Health and Safety Manager establish new and maintain safe systems of work.
- Ensure personal compliance and that of your team to the ISS reporting procedure for accidents and near misses.
- Maintain a communication network to raise Health & Safety issues.
- Ensure that Risk Assessments for all tasks are documented, implemented and communicated effectively.

Personal

- Develop own Personal Development Plan in line with agreed appraisal, taking responsibility for continued self-improvement.
- Participate and embrace the development opportunities within ISS.

ISS

- Communicate effectively with colleagues within the Business Unit and across the company so that information is disseminated effectively and participate in project groups and meetings as required.
 - Promote the IFS model within the ISS Community.
 - Share best practice.
 - Work with other ISS Business Units on joint bids and existing customers looking to grow.
 - Use the region to promote and further develop ISS.
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Experience

- Ideally requires specialist knowledge of the Restoration industry.
- 3 years' experience working in a management role ideally within the Restoration industry.
- Financially astute.
- Proven track record of effective negotiating and influencing skills.

Skills

- Proven track record of commercial and financial awareness in a client and business environment.
- Ability to operate at all levels throughout the organisation.
- Communication and presentation skills.
- Ability to engage and lead a team of direct reports and motivate the regional staff to perform at a high level of performance.
- Able to command credibility and be able to influence.
- High degree of initiative, creativity and wide scope for discretion.

Qualifications

- Possess or show willingness to work towards degree, diploma or similar qualification or industry related qualification.