



We are seeking an exceptional individual to fulfil the following role:

Project Manager

Midlands Region

A great opportunity has become available for a Regional Project Manager within our Operations team based in the Midlands. The Project Manager will successfully deliver project's KPI's, including service delivery standards in relation to the customer specifications and requirements and achievement of the regional and business financial budget targets.

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.

The key responsibilities, but not limited to, will involve:

- Managing and ensuring that all the administrative, operational, Quality and Health and Safety aspects of the projects are delivered to the client in line with the expectations.
- Being 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.
- Building relationships with loss adjusters and customers.
- Managing 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 in conjunction with the Sales team.
- Controlling the arrangements for the proper financial and commercial management of their project.
- Setting individual project and overall objectives and targets for your projects and the team ensuring the required work, standards and financial targets are achieved.
- Provide proactive feedback to clients in areas of cost control, work scope, innovative improvements and additional services.
- Ensuring client issues are dealt with effectively at the appropriate level.
- Checking that all quality matters are being treated in a timely and professional manner as required.
- Managing and providing direction, guidance and support to all staff in the provision of all elements of the Restoration services, ensuring they are able to carry out their roles efficiently and effectively.
- Ensuring that Risk Assessments for all tasks are documented, implemented and communicated effectively.

Other details:

- The Project Manager will work from the Regional Office, however, the Project Manager may be required to cover other regions as and when needed.
- This role will also involve site visits, therefore the successful Project Manager must be flexible to travel around the UK.

The requirements to be a successful Project Manager are:

- Proven experience as a regional project management, ideally within the Restoration industry, however other industries may be considered.
- Experience of managing projects at different sites and of different sizes.
- A proven track record of effective negotiating and influencing skills.
- A good commercial and financial awareness in a client and business environment.
- Ability to engage and lead a team of technicians and supervisors.
- Ability to achieve deadlines, work under pressure and use own initiative.
- Excellent organisational skills and the ability to communicate both written and verbally and work effectively with customers, employees and teams at all levels.
- Possess a good standard of IT literacy.

Attributes:

- Must hold a full UK driving licence.
- High commitment to Health and Safety.

If you want to join our team and have the relevant skills and experience to fulfil this role, please apply today!

To apply, please send a copy of your CV and a covering letter detailing which role you would like to apply for to restoration.recruitment@uk.issworld.com.