



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

**PTL Manager
Rugeley**

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.

An exciting opportunity has become available as our Property Team Leader Manager. As the Manager, you will be leading a team of administrators and technicians who assist our clients in returning properties to pre-incident conditions following water damage such as flooding and escapes of water.

To be a successful PTL Manager your key responsibilities will be, but not limited to:

- Leading the strategic development of the PTL unit by delivering Best in Class services aligned with the customer vision, principles and service level requirements and to introduce innovation.
- Controlling the arrangements for the proper financial and commercial management of the Business Unit to ensure the required work, standards and financial targets are achieved.
- Planning, monitoring and controlling budgets to achieve planned business performance and delivery of P&L plan & KPI's.
- Establishing a robust, sustainable and compliant Builder Repair Network to allow the delivery of a full project start to finish.
- Identifying, leveraging and growing the synergies that exist between ISS, its supply partners and the customers to continuously raise levels of customer advocacy for ISS.
- Leading pro-active working relationship with supplier partners; resolving all day-to-day performance issues.
- Ensuring collection, consolidation and presentation of management information to the Operations Director and the business.
- Managing talent and succession in all levels of the account; striving to build and develop potential at all levels.
- Understanding the business and individual contract terms and conditions and customer expectations at a detailed level and taking ownership for the outcomes.
- Ensuring that standards are consistently achieved and maintained and to assist in the performance of regular audits on standards and documentation.
- Establishing process performance metrics; tracking, analysing reporting performance in terms of quality safety, cost, customer satisfaction and taking corrective action where necessary.
- Driving initiatives and investment to reduce cost and improve customer service.
- Ensuring key elements of ISS and customer HSE culture are lived and developed throughout the business.
- Ensure compliance with the Company's Quality Management and Health & Safety Policies.

The experience and skills you will need are:

- Experience of working in a management role within the fire and flood restoration industry would be preferable. However management experience within insurance, construction and engineering would also be considered.
- Commercial and financial awareness in a client and business environment.
- Ability to operate at all levels throughout the organisation.
- Ability to engage and lead a team of direct reports and motivate the Business Unit staff to perform at a high level of performance.
- Excellent communication and presentation skills.
- Able to command credibility and be able to influence.
- High degree of initiative, creativity and wide scope for discretion.
- Must hold a full UK driving licence.

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

For further details and a copy of the Job Description please contact:

e: restoration.recruitment@uk.issworld.com