



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

Regional Manager

Northern Region

Are you self-motivated, confident and a proven leader? Can you motivate a team in a challenging environment? Do you enjoy troubleshooting and where no two days are the same? Then this may be the next step in your career!

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.

The Regional Manager's role is accountable for the successful delivery of the Region's KPI's, including service delivery standards in relation to the customer specifications and requirements and achievement of the regional budget targets. Working with the Operations team, you will be responsible to manage and develop all services ensuring continuity throughout the region within agreed financial parameters, operating procedures and all legislative requirements to exceed performance targets.

As the Regional Manager, you will:

- Lead the strategic development of your region, delivering Best in Class services aligned with the customer vision, principles and service level requirements and to introduce innovation.
- Identify and influence the collaborations that exist between ISS, its supply partners and the customers.
- Manage and resolve all day-to-day performance issues.
- Collect, consolidate and present management information to the business.
- Control the arrangements for the proper financial and commercial management of their region to ensure the required work, standards and financial targets are achieved.
- Understand contract terms and conditions and customer expectations.
- Ensure that standards are consistently achieved and maintained and to assist in the performance of regular audits.
- Drive initiatives and investment to reduce cost and improve customer service.
- Effectively communicate with all employee levels within the region and our clients' organisations.
- Ensure compliance with the Company's Quality Management and Health & Safety Policies.
- In conjunction with the Sales team, produce regular account retention and development plans to ensure absolute focus on customer retention and account development.
- Manage and provide direction, guidance and support to the Managers and staff in the provision of all elements of Restoration services, ensuring they are able to carry out their roles efficiently and effectively.

- Deal with any performance or employee relation matters within the Operations team.
- Develop a safety culture within the region to establish a secure and safe environment and ensure that Risk Assessments for all tasks are documented, implemented and communicated effectively.

The successful Regional Manager will have:

- Experience within an operations management role managing different teams
- A background in DR/insurance industry would be preferential but not essential
- A proven track record of commercial and financial awareness
- The ability to operate at all levels throughout the organisation
- Good Microsoft Office Skills
- Excellent Communication and presentation skills
- Excellent leadership influencing skills
- A high degree of initiative, creativity and wide scope for discretion

Attributes:

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

Flexibility will be needed as this role will involve travel and the occasional overnight stays.

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.