



Job Title	Service Manager, Operations
Date Reviewed	May 2019
Purpose	To manage the daily operation of the Diesel and UPS service division
Responsible To	Head of Service
Responsible For	Service Engineers x15, Team Leader – Generator Division, UPS Service Controller, UPS Technical Support,
Location	Maidenhead, Berkshire / Clayton West, Huddersfield

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 30 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 1kVA to 800kVA to standby diesel generation ranging in size from 5kW up to 3MVA and covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

Role summary

The Service Manager position is a pivotal role in developing, managing and maintaining the successful Diesel and UPS service division. This role has responsibility for quality, process and the high standards our customers expect. Frequent travel to our Head Office in Berkshire and our Northern office will be required.

Responsibilities

	Manage and monitor the effective operational functioning of Diesel and UPS service divisions across two UK sites
	Monitor financial performance and profitability in unity with the finance department
	Track all orders through to completion, invoiced figures and utilisation for engineers and present results on a monthly basis
	Ensure all invoices are raised in a timely manner in line with finance requirements promoting revenue in correct month
	Assess monthly variance analysis on individual jobs, departmental and divisional level
	Report quarterly on utilisation assessment, recommending improvements to maximise profitability
	Provide effective information flow between local and head office
	Champion best practice across the service division in support of organisational goals
	Formulate and implement departmental policies and procedures to maximise output and revenue
	Ensure adherence to business policies and procedures across all service division personnel



	Work closely with Human Resources Manager to establish work schedules, performance monitoring and accountabilities
	Provide comprehensive and effective information flow on issues and successes with service personnel
	Promote improved communication between office and engineering personnel to present a unified business
	Manage and oversee all service customer support, plan and support service sales marketing activities
	Liaise with the senior management team to provide and support strategic planning for all operational activity
	Out of hours call escalation for all service customers
	Enthusiastically promote and gain knowledge of the internal Service Management system, provide training to the service department to maximise utilisation

Person specification

Qualification in business administration, management, industrial technology or engineering	Desired
Knowledge and experience in organisational effectiveness and operational management	Essential
First class management and communication skills	Essential
Practical knowledge of financial and accounting principles and practices	Essential
Basic knowledge of employment law and principles	Desired
Articulate with excellent rapport and team building skills	Essential
Methodical with strong attention to detail	Essential
Project Management experience	Desired
Influencing, persuading and negotiation skills	Essential
Conflict Management, adaptability and the ability to work under pressure	Essential
Willingness to travel	Essential