

# JOB

# DESCRIPTION

## ACCOUNT MANAGER

<b>Job Title:</b>	Account Manager
<b>Department:</b>	Operations
<b>Reporting to:</b>	Operations Director
<b>Responsible for (staff):</b>	Operations Field Team, Administration and Helpdesk
<b>Location:</b>	Bedfordshire
<b>General Purpose of Role:</b>	The management of the account, operational field teams and helpdesk to ensure excellent customer service in delivering against the contract SLA's and commercial arrangements.

### ACCOUNTABILITIES

- Assist the Operations Director in the execution of a cohesive operations strategy that supports the business plan.
- Ensure continuous development and performance improvement over the life of the contract.
- Contribute to the decisions made by senior management team to ensure the future success of the strategic vision of operations within the organisation.
- Accountable for the delivery of hard services across the portfolio through the management of Managers, Technical Supervisors and Engineers/Technicians.
- Undertake regular meetings with managers and review the services being provided to ensure value for money and service excellence are being delivered.
- Develop and build long-term relationships with client management and key stakeholders, delivering value and great service on the areas that matter to them.
- Responsible for driving a culture of continuous improvement through the facilities function by identifying and implementing improvements to current practices.
- Accountable for the management, coaching and development of their team.
- Manage and control expenditure within agreed budgets.
- Provide leadership to all Managers to ensure that all strategic objectives are met, and quality standards continue to improve.
- Responsible for ensuring the key statutory compliance measures are delivered.

### KNOWLEDGE AND SKILLS

#### Specific Qualifications:

- Recognised and relevant qualification in FM, Customer Service or Management at level 5 or above
- Appropriate trade or engineering qualification

#### Desirable

- Ideally a member of a professional institution or trade association directly relevant to the range of services to be managed i.e. Institute of Workplace and Facilities Management (IWFM ), Royal Institute of Chartered Surveyors (RICS), or an engineering-based institute.

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- Relevant Health & Safety qualification.

## Experience

- Previous experience in a similar, high profile role.
- Proven track record managing operations or facilities maintenance for multi-site commercial building environment.
- Experience in managing clients and stakeholders at senior levels
- Experience of leading and managing an operational and field-based management.
- Track record of delivering continuous process improvement, developing performance improvement tools and processes.
- Experience in strategic planning and execution, formulating policy, and developing and implementing new strategies and procedures.
- Experience of managing and motivating staff through periods of change and business growth.

## Knowledge

- Extensive knowledge of Hard Services and contractor management.
- Understanding of KPIs and performance management.
- Knowledge in areas of financial planning and control, and strategic decision making
- Understanding organisational requirements and systems in the areas of quality management, health and safety, legal compliance, environmental policies and general duty of care.

## Skills Competence

- Leadership, management and supervisory skills
- Business and commercial acumen.
- An effective communicator
- Critical analysis, judgement and decision making
- Preparation and delivery of compelling presentations to key stakeholders
- IT literate
- Resilience
- Managing change in fast pace environment
- Continuous process improvement, and associated methodologies such as Lean Six Sigma
- Strategic planning and execution
- Policy creation and implementation
- Creating engaging work environment

## VALUES & BEHAVIOURS

- |                         |                                 |
|-------------------------|---------------------------------|
| • Driven                | • Active listener               |
| • Confident             | • Patient                       |
| • Decisive              | • Professional                  |
| • Use of own initiative | • Organised                     |
| • Coaching skills       | • Judgement and decision making |

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- Innovative
- Influential
- Commercially aware
- Approachable
- 'Can do' attitude and willingness to develop

Do it **SIMPLY**:

- A focus on safety, service, the environment and result

Do it **WELL**:

- Minimises complexity

Do it **WITH PASSION**:

- Cares about Arcus, their colleagues, our clients and the community

**OTHER FACTORS**

- The post holder must be able to work flexibly, as determined by business requirement.