

JOB DESCRIPTION

Job Title	Service Operations Manager - Key Account Management Team
Department	HGV
Reporting to	HGV Operations Director
Responsible for	Key Account Management team
Location	Leeds/home based with national travel across the UK and Ireland
Job Role	<p>As the Service Operations Manager for the Key Account Management team, you will be a key member of the HGV Operations Leadership team with the remit to deliver a first class, cost effective service to our customers.</p> <p>The role holder is responsible for the day to day management of the Key Account Managers, maintaining quality standards, setting staff objectives, performance management, identifying training needs, providing guidance and motivating staff.</p> <p>The role holder will have responsibility for a team of experienced and technically qualified colleagues and will need people management, along with HGV compliance and technical knowledge to support the delivery of the teams' objectives.</p> <p>This role, along with that of the team is accountable for the in-life relationship of each customer and focused on continuously building to a successful renewal of all client's contracts. This is a critical element of the job and represents a key measure for the individual.</p> <p>The role holder is responsible for taking a lead in the continuous improvement and development of the team, delivering industry-leading processes and services which differentiate Zenith from our competitors. It is imperative that the role holder continues to challenge process to deliver a world class service.</p>
Environment	A dynamic and fast paced environment working in a team focused on the achievement of set targets.
Key Skills, Knowledge & Expertise	<ul style="list-style-type: none"> Strategic Thinking - drive the HGV strategy to help meet the future business needs in an engaging and energetic way to create the opportunity and environment for positive change.

	<ul style="list-style-type: none"> • Specialist Knowledge – an understanding of the fleet industry, HGV maintenance and compliance as well as supplier management, customer service processes, functions and objectives. • Commercial Experience – strong commercial background. • People Management – skilful engagement and empowerment of the wider team. • Organisational Management – energy and passion to achieve and exceed stretching targets across the team. • Environmental and Organisational Awareness – a good understanding of and fit with the business’ overall aims and culture. Interact, communicate and build relationships with colleagues at all levels across the organisation. • Communication skills – To be able to communicate effectively with varying stakeholder groups both internally and externally • Information Management – analyse and interpret information.
<p>Responsibilities</p>	<ul style="list-style-type: none"> • To be in control of performance measures and focussed on the team strategy to ensure the team is engaged and produces the best results. • Lead, co-ordinate and develop the team to create motivated and engaged colleagues. • Support your team in face-to-face discussions with clients and being confident to do this across multiple stakeholder groups. • Work with the team leaders, managers and directors of the department to maintain and improve employee engagement – as measured by the Sunday Times Top 100 or equivalent benchmarking system. • Overall responsibility for the recruitment, training, induction and coaching strategy across the team. • Support inter-department and cross company initiatives to drive improvements to efficiency, the customer experience and to ensure the company’s integrity is maintained. • Build and deliver a consistent customer relationship strategy. • Manage the team’s workload to ensure efficiency is maintained and high service levels are achieved. • Manage day to day issues and customer complaints escalated from the team to a satisfactory outcome. • Provide support in the compiling of tenders and new business implementation. • Monitor the quality of customer interactions, ensuring quality assurance, compliance, regulatory, legal and contractual obligations are met across all interactions.



PERSON SPECIFICATION

Job Title	Service Operations Manager – Key Account Management Team		
Department	HGV		
Skill	Essential	Desirable	
Strategic thinking	X		
Strong communicator	X		
Process and procedure design and improvement	X		
Customer service	X		
Knowledge /Qualifications			
HGV engineering and compliance	X		
DVSA/FTA standards	X		
Driving licence	X		
Experience			
Change management	X		
People management	X		
Proven experience in a similar role	X		
Fast paced and demanding working environment	X		
Personal Characteristics			
Results orientated	X		
Professional attitude and behaviour	X		
Organised and reliable	X		
Trustworthy	X		
Team working	X		



RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.

