

Join a dynamic business and own an equity stake!

Vacancy: Office Manager (Sales & Progress) – High Wycombe

Being a fully employee owned company means our employees think more like business owners and have a vested interest in the success and growth of the business. We actively encourage the mind set of **grow, innovate, evolve, invest.**

The innovative thinking and strategy set by the Shawston management team have allowed Shawston to mature and take stock of the pathway to success. Making strategic business decisions to benefit customers first: when they are happy, Shawston is happy, creating a spiralling effect providing benefits to the company, the employee shareholders and suppliers. Shawston operates a customer centric focus via the individuals that are responsible for its success.

Shawston have become a vital market leading supplier to both Mechanical Services and Fire Protection contractors and as part of Shawston's growth and continued expansion plans, we have an exciting new position available for an **Office Manager, responsible for Sales and Progress – High Wycombe**, reporting to the Director in charge and working closely with the incumbent Customer Service Manager. The candidate **MUST** possess a proven track record in managing a busy commercial and customer service environment with a specific focus on industry leading customer service levels, people leadership and an obvious ability to work with management and sales to deliver business development opportunities. This role would suit an individual who is looking to grow and develop with a forward-thinking company.

The role:

The key function of this role is to oversee all aspects of the sales office, including customer transactions and people management, whilst complying fully with all internal processes and procedures. In addition to collaborate with external sales and operational management where there is a natural overlap between sales, administration, and shop floor/delivery functions.

This means:

- Ensure full compliance and adherence by the sales office team to all internal processes
- Continue to deliver industry leading customer service levels
- Achieve and maintain SOP accuracy in line with our internal KPI's
- Resource planning responsibilities for the whole sales office operation
- Ownership of the Customer Service Log ensuring all customer service issues are processed in a timely fashion and in line with the correct process
- Lead the daily huddles and chair any meetings in a confident, informative and engaging way
- Conduct RTW's and absence management meetings for all sales office personnel as required

- A continual focus on employee engagement and the exploration of innovative ways in which this can be maintained
- A good understanding of SOP and stock management systems (Sage)
- Performance management and error management to ensure all internal KPI's are met and service levels remain industry leading
- Maintain high levels of housekeeping and behavioural standards within the office
- Full adherence to company code of conduct policy ensuring any non-conformance is dealt with formally
- Manage and oversee sales office training and succession planning
- Complete and document quarterly 1-2-1 performance reviews with all sales office personnel
- A focus on continuous improvement by identifying and implementing process improvements and efficiencies

The candidate

The successful candidate must have experience operating at a management level within a busy office environment. Demonstrating excellent interpersonal and leadership skills and will know what customer service excellence looks like.

Specifically, Shawston are looking for:

- A key addition to the Shawston operational leadership team within the High Wycombe branch who will be responsible for overseeing all day-to-day sales transactions to the highest levels of customer service
- Lead from the front style of management, spending a significant amount of time in the sales role managing our major accounts.
- Typically your time will be split 70/30 between handling new business and enquiries, and then coaching and leading the internal sales team.
- A strong values-based individual who can be an inspiring leader
- A naturally curious person with a need to understand the detail to drive continuous improvement
- An understanding of the principles of employee ownership with an ambition to be a shareholder
- An excellent communicator
- Professional in both their attitude, appearance and values
- Able to work without supervision
- A self-starter
- A strong work ethic

Background and experience

The ideal candidate should be able to demonstrate the following:

- A proven, evidence backed track record as a Manager within a busy sales office
- Competent in the use of sales order processing and stock management systems (previous experience of operating Sage would be beneficial)
- Proficient in all areas of people management
- Enthusiastic, driven, proactive and focused
- Effective time management skills including being able to handle and prioritise incoming calls and emails both from colleagues and customers
- Persuasive operator with excellent change management skills
- An effective communicator with strong interpersonal skills and the ability to develop, maintain and exploit strong internal and excellent external relationships at all levels
- Detailed knowledge of Microsoft applications

The application process:

All candidates will be expected to have researched Shawston. They will be expected to attend a minimum of two interviews, and they may also be expected to undertake psychometric testing. Candidates may also be required to perform a presentation during the interview process.

Please do not apply for this role if you do not have the relevant experience.

Submit your application here: <https://www.cv-library.co.uk/job/213342185/Transport-Planner>

No agencies thank you.