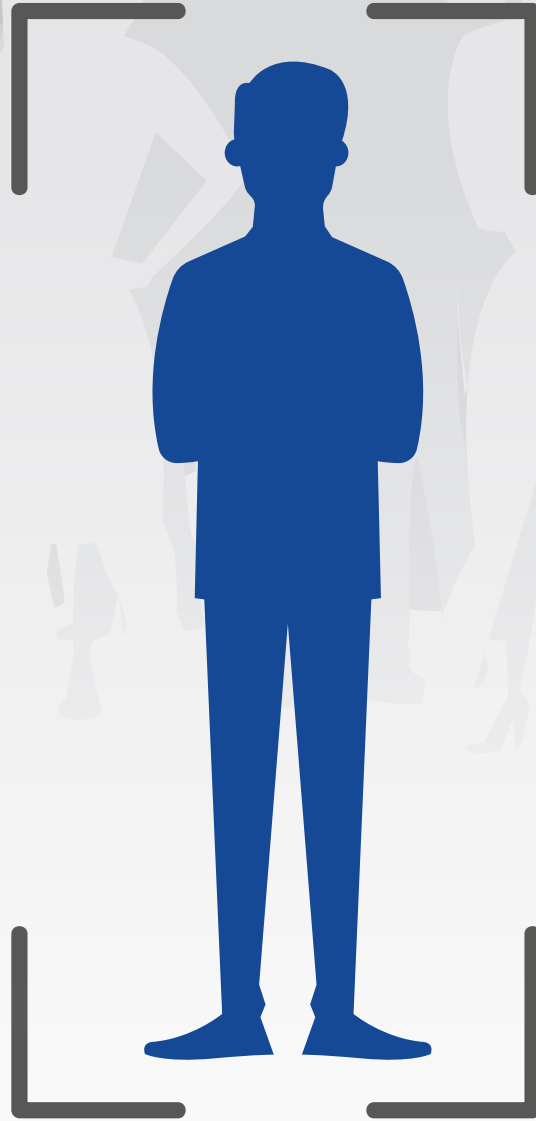


JOB DESCRIPTION



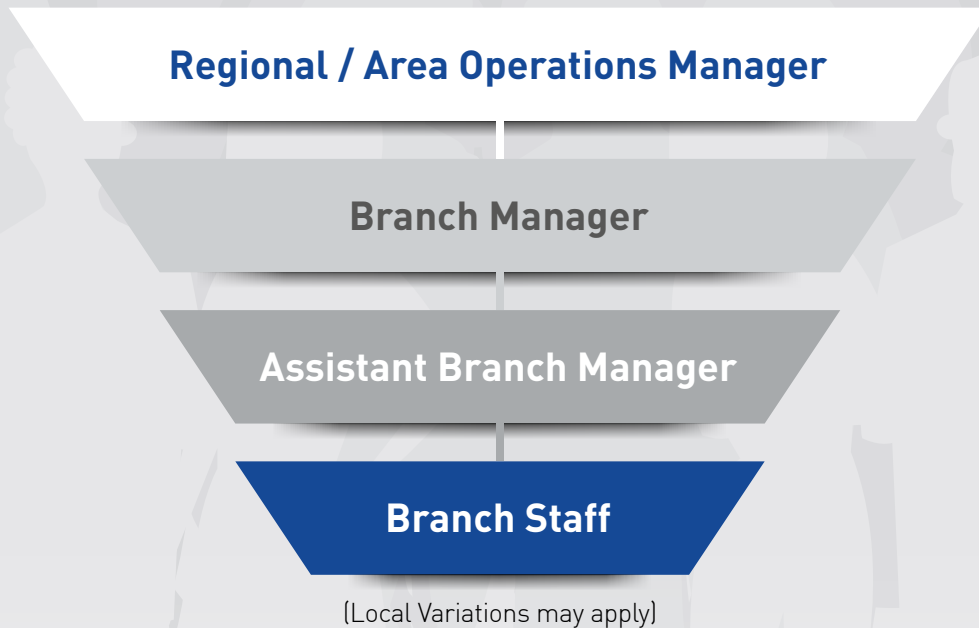
Job Details

Job Title: Branch Manager

Reports to: Area Manager / Regional Manager

Job Holder:

Organisation Chart



Job Purpose

To achieve the branch business plan.

To develop sales and maximise profitability through building successful relationships with the designated customer base and by managing Branch staff to support the company strategy...

Be the REFERENCE Tile Distributor for customers and suppliers with the best teams.

Knowledge, Skills, Qualifications & Experience Required

- Completion of PBM Programme (Desirable).
- Maths and English GCSE or equivalent essential. Post GCSE qualifications desirable.
- Driving License (essential).
- Customer focused – Puts customer first.
- Results focused – Sales driven, delivers on promises and reaches targets.
- Market Knowledge – Knows the customers and competitors in the area. Actively keeps up to date with market intelligence.
- Product Awareness – Has appropriate product knowledge or knows where to find relevant information.
- Commercially aware – Knows the impact of margin on branch profitability and is able to trade to maintain margin at maximum levels.
- Listening & Communication skills (written and verbal) – Uses skills to build customer and team relationships.
- Team Leadership & People Development – Effectively develops the team. Harnesses the team's skills and brings out new skills in a constructive atmosphere.
- Teamwork – Actively contributing to the success of their region and therefore CTD through positive teamwork with peers, colleagues, suppliers and the local community.
- Numerical/logical reasoning – Able to problem solve branch P&L issues, calculate impact on margin
- Computer Systems Literate – Able to use Microsoft outlook, Microsoft office and Kerridge systems in order to complete the job requirements.
- Knowledge of the business processes inc. health & safety and business controls.

Key Result Areas

- Achieve branch targets through exploiting the market.
- Ensure branch standards are maintained.
- Develop, motivate and manage the Branch team.
- Ensure the correct processes are in place to monitor and continuously improve customer service.
- Ensure branch can deliver core product at agreed time and in full.
- Identify opportunities within chosen market and co-ordinate local promotions.
- Develop / Manage stock levels effectively.
- Ensure staff are knowledgeable in all Company core skills and specific job role.
- Ensure branch can operate effectively during holidays or sickness.
- Follow company policy and procedures for all Branch matters (e.g. H&S, Business Controls, Human Resources etc.).
- Take action to safeguard all Company assets.
- Maintain administrative records (e.g. Delivery Advice Notes, Personnel Files).
- Provide branch performance information (e.g. weekly reports, forecasts etc).
- Keep self and staff up to date with changes in relevant regulations, legislation, market developments, products, company news.
- Act in a professional manner providing an example to staff.
- Demonstrate and encourage flexibility in order to improve efficiency and effectiveness of the overall business.

Measurement: Sales, PBIT, Margin, Stock, Productivity

Communications & Working Relationships

External

- Customers
- Suppliers

Internal

- Assistant Branch Manager
- Regional Manager
- Other Branch staff

Dimensions & Decision Making

- Management of all branch staff
- Accountability for branch turnover and margin
- Accountable for branch business controls