



SERVICE MANAGER

Astral Control Services Limited was established in 1999 as an HVAC Automatic Controls company serving organisations in the North East of England. The company first operated from offices based in the west of Newcastle and grew organically through the provision of services and solutions to a varied client base. The company moved to their new Head Office at Orion Business Park to allow for further growth and to develop the Remote Bureau Services. Astral continues to provide high quality HVAC Automatic Controls Systems and Support Services to multiple organisations, Building Consultants and Facility Management Companies.

Due to a recent restructure, we are now looking to recruit a Service Manager.

The main purpose of this role is to manage the delivery of contracts to a given margin and in accordance with relevant guidelines. Reporting directly to the Service Director, your main responsibilities will include managing the department cost of sales to ensure that required margins are achieved, carrying out planned operative visits including vehicle and van stock checks and inspections and assessing Engineers competence and skills base to identify potential shortfalls. You will also be required to develop the field-based team, investigate all client issues, and recommend corrective action.

The successful candidate will have worked in a similar role, but not necessarily in Building Energy Management Sector. The ideal candidate will have a proven track record running Mechanical & Electrical Service and Maintenance Contracts across multiple sites and have experience in managing a field-based team.

It is essential that you are an excellent communicator, confident when dealing with people at all levels and that you are highly organised with a hands-on approach to your role.

Key Responsibilities:

- Contact/visit each assigned account on a regular basis to ensure good customer relations and excellent level of work by our Service Engineers.
- Responsible for growth and development of the Maintenance Order Book to increase sales and proactively look for new opportunities, and develop any sales leads provided in a timely manner.
- Review estimate & prepare budget for the renewal contracts.
- Prepare Quotes for remedial jobs for your assigned Engineers.
- Estimating quoted repair jobs for your assigned Engineers.
- Selling repairs, upgrade, retrofit/small jobs to existing customers.
- Track installation costs to meet the budget.
- Job co-ordination in setting up approved works, including purchasing equipment and arranging for the appropriate Service Engineers to complete.
- Endeavour to establish and maintain a system for ongoing job performance reviews for each field Engineer and Apprentice. Develop a career plan for each engineer to improve the skills that will be needed by the Company in the future.
- Provide support to the Service Engineers with ad hoc site visits to ensure jobs are running smoothly.

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Controlling your environment



- Initiate a system to promote greater field responsibility to encourage adherence to company policies (such as safety and environmental) and procedures through feedback, performance reviews and disciplinary measures.
- Ensure that all field personnel are adhering to the Health and Safety Act.
- Perform routine reviews of all safety procedures and provide appropriate training and equipment to field personnel as required.
- Submit requests for information for the contract.
- Review, negotiate and resolve conflicts with vendors, sub-contractors, general contractor & design team.
- Prepare and submit contract documents and ensure successful completion of the contract.
- Oversee the Out of Hours Response, callouts, and procedures.

Requirements:

- Previous experience preferred.
- Preferably holds Mechanical/Electrical qualification.
- Extensive knowledge in the BEMS field is desirable but not essential and training and support will be offered to the successful candidate.
- Commercial & Industrial contract experience.
- Full UK Driving License.

Salary will be between £35k and £45K depending on experience.

Please send your CV and covering Letter to annestogdale@astral.uk.com