

Site Manager

Fulltime | Birmingham, Great Britain

#Job Summary

The Site Manager will have proven experience of managing an on-site maintenance team dealing with electro-mechanical faults and preventative maintenance operations on automated materials handling equipment within a warehouse environment.

Reporting to the KAM, the Site Manager will have experience of carrying out risk assessments and will ensure that the team carries out their duties within a safe environment. The position is an office-hours based role though the Manager is expected to be very flexible should the situation require out of hours attendance.

The candidate must show experience and competence in budgetary control and show a successful history of managing a team of shift-based engineers.

#Duties and responsibilities include, but are not limited to:

- Promote a strong safety culture and compliance to current H&S standards
- Overall management of site with over 25 employees
- Provide complete customer satisfaction whilst enhancing the reputation of the Company
- Gain a reputation for rapid and effective support
- Strategically plan and manage site budgets and associated commercial activities
- Match tasks with team skill-sets to ensure delivery of defined SLA
- Manage, as the on-site representative, all system improvements and installations
- Take a leading role relating to customer management and escalation management
- Manage all training requirements, both technical and regulatory
- Lead the site team and manage a diversity of skillsets from apprentices through to site supervisors
- Promoting equality and diversity as part of the culture of the organisation
- Partnering with the Heads of Department and KAMs to identify opportunities that will support improvement in both organisational and people performance, and ultimately supporting the overall business objectives



- Head up the administration and consultation process for department/team restructures where required
- Lead the management of long-term absence, utilising our Occupational Health partnership when needed, also working closely with the HR Coordinator to manage and reduce short-term absence
- Produce reports and data analysis as required
- Time for project work and improving ways of working is essential, so you need to effectively manage the day to day and have capacity to step up to support wider HR initiatives both in the UK and globally
- Working as part of a global organisation national and occasional international travel will be required
- Able to effectively present a KPI based monthly review to key stakeholders

#Skills, qualifications and experience

- HNC/D NVQ Level 5 and/or relevant higher engineering qualification
- Operational experience within an automated distribution or manufacturing facility
- High profile leader, with experience of managing large teams (15+)
- Strong experience of Lean / 6 Sigma
- Technical skills to cover software systems, with a good appreciation of electro-mechanical installations
- Customer focused with excellent verbal and written communication skills
- Experience with CMMS
- NEBOSH qualification essential
- Strong data analytical and report development skills
- Competent with MS Office (Word, Excel, PowerPoint).
- Strong interpersonal and leadership skills
- Team oriented
- Deal with issues and resolve them diplomatically.
- Proven Organisational Skills

#Important behaviours to have in line with our company values

- Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best



#Company benefits

- KNAPP will contribute up to 6% pension
- Private healthcare, including optical, dental and hearing cover
- Life Assurance
- Cash-back Health care scheme, including private medical excess cover
- Benefit portal offering lifestyle discounts
- Access to Pinktum for a variety of training courses
- Employee assistance programme
- Ride-to-Work
- Employee referral scheme
- Employee of the Quarter awards

