



## JOB DESCRIPTION

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<b>Job Title:</b>	Regional Team Leader
<b>Reporting to:</b>	CSC/Administration Manager
<b>Location:</b>	Newry HQ

### **Job Purpose:-**

To oversee the completion of all activities associated with the CSC Administration function for the region assigned. Responsible for ensuring that client requirements are met, and internal performance measurements are achieved in accordance with HBE's operational & financial targets.

To provide leadership, guidance, and clarity to the CSC / Administration with the overall objective of providing an effective and efficient service to all stakeholders both internal and external. Provide constructive feedback to all stakeholders (AM, GM's, Field managers, Field staff) regarding the quality and accuracy of the information and data being managed and controlled through HBE's systems.

### **Key Responsibilities:-**

- Responsible for the effective running of the CSC and Administration function.
- Overall management and scheduling of the workforce via the accurate utilisation of Tesseract and other integrated systems.
- Full responsibility for the ongoing management of reactive calls including the provision of an effective customer interface and the generation of PPM tasks through Tesseract and the timely completion of such tasks in accordance with contract requirements.
- Lead, develop and performance manage the team to realise their full potential in accordance with company policies and strategy of the business.
- Management of the tracker system to ensure that the workforce is effectively utilised and reporting of non-conformances to the Field Managers.
- Manage records for holidays, sickness and other absence for field based resources.
- Allocation of reactive works to sub-contractor ensuring that tasks are completed within the agreed contract SLA's and KPI's;
- Ensure that all information is input to all systems in the correct format.
- Control the Purchase Orders process for the company and ensure everyone adheres to the Purchasing policy.
- Carry out performance reviews for all direct reports.
- Through close liaison with the Field Managers and Finance Director, take an active part in the development of effective and efficient management systems.
- Act as the focal point for all administrative issues and data processing requirements.
- Provide support to the business in the production of performance and operating results.
- Assume full responsibility for the accurate and timely actioning of month end submissions to enable performance monitoring. This will include weekly forecast / scheduling meetings with the relevant General Manager / Account Directors.
- To provide direction and development for all administration resources, ensuring that training needs are identified and satisfied.
- Service Fee review and contract uplifts in Tesseract per region.



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- Oversee the production of invoices in a timely manner to achieve monthly targets.
- Timely and accurate processing of all purchase invoices and queries in a timely manner.
- Responsible for ensuring that all invoices and relevant back up reach the client in accordance with SLA's and KPI's as set out and address any queries as they arise.
- Timely and accurate processing of Field Technician timesheets and paperwork.
- Production of client specific information to include certificates, reports, training/course materials and logbooks.
- Responsible for the set-up of new contracts in Tesseract i.e. Invoicing details, hourly rates and other financial information.
- To carry out any other duties commensurate to the role.

### **Person specification: -**

#### ***Essential:***

- A minimum of 5 GCSE's to include English and Maths;
- At least 3 year's experience gained in an administration, sales or call centre environment;
- Strong IT skills with full working knowledge of Microsoft Office;
- Excellent attention to detail.

#### ***Desirable:***

- Third level education in a business related or facilities management discipline.
- Previous experience of managing a team of people;
- Previous experience in managing works within the Facilities Maintenance sector;
- Full driving licence.