**Job Description**

**Job Title: Service Desk Manager**

**Division: PHS Wastekit**

**Reports To: Operations Director**

**Purpose of Role**

* The Service Desk Manager leads all field-based activities with the authority to challenge/change any related task. Customer account management and all scheduling activities that Engineers are given require optimally scheduled routes which fully utilise their available time. The direct management of this duty ensures that our customers receive levels of service which meet or exceed our service level agreements.

* To carry out all activities without compromising health and safety, quality, welfare or the engagement of our colleagues.
* To effectively manage the Service Desk and Field Service teams activities to ensure you maximise scheduling and operational success.
* To be a motivated, organised individual who is proactive in finding solutions. Dynamic, customer focused, and a great communicator via all methods.

**Key Responsibilities**

* To work closely with the Operations Director, Senior Management, and Field-based teams to plan and ensure that we have sufficient resources, working the required levels of hours in the right regions, and ensure service levels are in line with targets.
* To schedule routes for Field Service Engineers, minimising travel times, maximising the number of visits scheduled per shift, and ensuring that our resource availability matches our customer’s expectations.
* Keep informed of engineering best practice to ensure repairs and services are completed effectively and efficiently with root cause methodology. Engineering practices, Sale approaches, customer satisfaction, and on target delivery is fundamental to this role. Great cross-divisional teamwork is a necessity.
* To regularly review unplanned work, backlogs, and other KPI trends, using resources effectively and utilising the tools in the scheduling software to optimise performance.
* To spend sufficient time with each of your team members to help build effective communication and feedback loops.
* To motivate and deliver exceptional direct line management to all colleagues in your team, ensuring best working practices are followed and that software and management tools are used competently.
* To regularly update Field Service Teams with divisional and group comm’s effectively.
* Ensure QC and H&S requirements are completed according to the business needs.
* To resolve queries assigned to you in an appropriate and timely manner.
* Feedback issues to Operational Leadership Team for root cause analysis and take appropriate remedial action.
* Produce analytical reports as and when required.
* Recommend improvements in scheduling practices to promote efficiency, on-time delivery, and lower costs.
* Lead the development of both our Scheduling Strategy and all field-based tasks.
* Review, test and implement changes to the scheduling software, procedures and processes.
* To be the guardian of the scheduling delivery for all regions and engender an obsession to delight our customers.

**Skills and Knowledge Required**

* Advanced level knowledge of scheduling system and practices. You will be IT literate with a passion for technological solutions.
* A numerate and analytical person, who can propose flexible alternatives and see ways around issues to achieve continuous improvement and development.
* You will be very personable, with great communication skills at all levels and an ability to make the complicated simple.
* You will be a great team player with an ability to prioritise and work to challenging deadlines under pressure.
* You will be assertive and possess an ability to train, coach and influence others.
* You will possess a can-do, will-do mind-set which will see the job done.
* Knowledge of Health and Safety and its importance in the workplace.
* Familiar with performance management and people development tools.
* Demonstrates resilience and overcomes setbacks, using all feedback as productive and improvement opportunity.