


Job Description Template			
	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 1 of 3
	Creation Date: 25/05/18	Next Review Date: 25/05/20	

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Job Description – Industrial Services Manager, South

Department/location:	FIS South – Industrial Services – Honiton
Hours of work:	Standard office hours are Monday to Friday, 0830 to 1730 or as required to fulfil the duties and meet the needs of the business.
Reports to:	Operations Manager
Holiday:	25 days plus 8 bank holidays
Other benefits:	Bonus scheme Company pension after 3 months Company car


General:

Reporting to the Operations Manager, the Industrial Services Manager is required to:

- Manage a team of Industrial Services Operatives and Driver Operatives
- Provide a professional industrial cleaning service to include manual, vacuumation, high pressure/ultra high pressure water jetting and confined space cleaning/decontamination including working with hazardous substances as required by customers in a cost effective manner.
- Promote the Company to achieve a higher profile in the specialist Industrial Cleaning and Marine sectors.
- Develop the business to increase the Company's market share.

Main Duties:

- Effective management of operational responsibilities of the division:
 - Utilities sector drainage jetting/vacuuation and surveying
 - Commercial tank/industrial cleaning
 - HM and civilian ships' bilge, tank and other industrial cleaning
 - Pollution control and emergency response
 - Confined space rescue
- Liaison with existing customers to ensure continued good working relations and take action to improve service quality
- Develop new business (through liaison with Commercial Manager) to increase market share:
 - Help identify and follow up new business leads
 - Ascertain new customer requirements and provide detailed quotes
 - Tender for new business
 - Liaise with existing customers to increase service level
 - Be available at all times to respond to new and existing customer requests
- Line management of all personnel within the Industrial Services Division (through liaison with HR Manager):
 - Day to day tasking of industrial cleaning teams through Supervisor, Co-ordinator and Team Leaders
 - Recruitment of new team members
 - Ensure all divisional staff are fully trained and competent to carry out their roles
 - Conduct regular appraisal and /or feedback sessions on all direct reports
 - Conduct regular divisional meetings in order to implement change and provide updates on legislation

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	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 2 of 3
Creation Date:	25/05/18	Next Review Date:	25/05/20

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- Control spending on resources:
 - Limit Agency staff and subcontractors by maximising own workforce in all operations
 - Active and efficient time management of workforce
 - Robust control of the issuing or purchasing/hiring of equipment

H&S Responsibilities:

- Maintain a safe working environment, producing Risk Assessments and Method Statements for all operations
- Investigate QHSE incidents as required
- Ensure Industrial Services Division employees consulted on and kept informed of H&S matters


General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

Other General Responsibilities:

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 3 of 3
Creation Date: 25/05/18	Next Review Date: 25/05/20		

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Person Specification

Qualifications/Training	E / D*	How assessed***
Level 3 or higher management qualification (or have relevant experience)	D	CV
Pollution Awareness/Spill Response qualification (or have relevant experience)	D	CV
IOSH Managing safely or equivalent or higher H&S Management qualification	E**	CV
Confined Space Entry to C&G High Risk	E**	CV
Water Jetting to WJA standard	E**	CV
Asbestos Awareness	E**	CV
Experience		
Managing in an industrial cleaning or waste management role	E	CV/I
Conducting risk assessments and preparing method statements to ensure safe working procedures	E	CV/I
Proven track record of effective dealing with external customers	E	CV/I
Specific Post Knowledge/Skills		
Detailed knowledge of industrial cleaning and spill response procedures	E	I
Detailed knowledge of H&S issues, preferably with knowledge of OHSAS 18001	E	I
Detailed knowledge of environmental issues, preferably with knowledge of ISO 14001	D	I
Knowledge of quality management procedures preferably with knowledge of ISO 9001	D	I
Personal Characteristics		
Conscientious and self-motivated to work independently acting on instructions from Senior Management	E	I
Computer literate to perform duties: projecting a professional image of the Company in all written communication	E	CV/I
Commitment to develop own knowledge and expertise along with that of team members to improve quality of service to customers and grow the Division and its market share	E	I

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment