

Job Description			
<b>Post Job Title:</b>	Regional Manager	<b>Reports to Job Title:</b>	Director of Field Operations
<b>Division:</b>	Calisen Metering	<b>Department:</b>	Operations
<b>Version:</b>	VI-11.2023	<b>Date Updated:</b>	Nov 2023

1. Purpose of the Job	
1.1	Manage our field services teams within the operation.
1.2	Be accountable for the region's overall performance including financial, operational and safety service levels and key performance indicators (KPIs).
1.3	Be responsible in delivering the business objectives and strategy for the allocated region.

2. Supervisory Responsibilities	
2.1	Leading a safe and high-performance culture across the field services team. Ensure that there is adequate talent progression to further improve employee retention and embed an inclusive culture by leading employee engagement across our field services teams.
2.2	Ensure that a consistent high-level field service is being delivered with responsibility for financial performance. Responsibility will also include managing the sub-contractors, agency resource and regional stakeholder relationships.
2.3	Develop the field services teams to be adaptable and capable of role variation needs, ensuring that the teams are appropriately trained, developed, and highly motivated to create an excellent service experience for our customers.

3. Key Accountabilities	
3.1	Cultivate and enforce a strong safety culture
3.2	Promote a culture of continuous improvement across the field services teams
3.3	Operational budget management for the field services function with a critical focus on productivity and cost optimisation
3.4	Collaborate with all operational and customer service functions to drive cross functional productivity and service quality improvement
3.5	Monitor, evaluate and improve the efficiency and effectiveness of service delivery methods and procedures

<b>3.6</b>	Ensure the appropriate staffing levels are in place to meet the demands of the customer base by working with the HR recruitment and onboarding teams
<b>3.7</b>	Act as a point of issue escalation for customers in relation to all customer field service activities
<b>3.8</b>	Act as a coach to the management team to continuously improve confidence and competence
<b>3.9</b>	Contribute towards the development of the long-term strategy roadmap for the field services division

<b>4. Other Responsibilities</b>	
<b>4.1</b>	Follow all policies, processes and procedures which apply to your job role.
<b>4.2</b>	Take actions where appropriate to minimise the impact on the environment.
<b>4.3</b>	To take reasonable care for your health and safety, and health and safety of others who may be affected by your work.
<b>4.4</b>	Assist and co-operate with the company in achieving our SHE objectives by promoting SHE awareness and safe working practices.
<b>4.5</b>	Ensure that all information handled whilst working is treated as confidential (GDPR) unless you are explicitly told otherwise.
<b>4.6</b>	Where you identify an issue or risk which may potentially impact any area of the business, notify any manager of the risk.
<b>4.7</b>	Ensure that employees follow policies, processes, and procedures
<b>4.8</b>	Work to minimise the impact your department has environmentally
<b>4.9</b>	Promote, manage & maintain awareness and compliance of SHE in accordance with, SHE Policies & Procedures and legal responsibilities
<b>4.10</b>	Promoting & ensuring a high standard of SHE performance in line with the companies SHE Strategy
<b>4.11</b>	Ensure that policies, processes, and procedures consider information security and data protection
<b>4.12</b>	Promote a culture where customer and company data is treated as confidential information
<b>4.13</b>	Ensure that all key resources are considered from a business continuity perspective to ensure that business continuity events are minimised
<b>4.14</b>	Where risks are identified which may potentially impact any area of the Lowri Beck Group, log these on the risk register and assign to a relevant owner
<b>4.15</b>	Where you are the owner of a risk, analyse the risk and try to treat, transfer, or terminate, or identify the reasons the risk must be tolerated at its current risk level
<b>4.16</b>	Be involved in internal audits for their department or company

#### **Calisen Group (Holdings) Limited**

Registered in England & Wales Registered Office: 5th Floor, 1 Marsden Street, Manchester M2 1HW

Company Registered Number: **12383518**

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5. Main Contacts (External/Internal)	
Contacts	Frequency
Operations Directors	Continual
Field Team Manager	As and when required
Operations Manager	As and when required
Operatives	As and when required
Operation Support Teams	As and when required
Customers	As and when required
HR Department	As and when required

*It is important to note that this job description is a guide to the work you will initially be required to undertake. It may change from time to time to meet changing circumstances or the needs of the business. It does not form part of your contract of employment.*

Person Specification	
	Essential (E) or Desirable (D)
<b>Qualifications</b>	
High standard of education.	E
Driving licence enabling the holder to drive in the UK (maximum 3 points).	E
<b>Experience</b>	
Health and Safety management/delivery.	E
5 years minimum experience in a Field Services industry.	E
Experience of managing and supervising large teams.	E
Commercial acumen for managing a large budget.	E
Familiarity of working with stringent and accredited procedures.	E
<b>Knowledge</b>	
Awareness of Health & Safety requirements and the undertaking of risk assessments.	E
Knowledge of continuous improvement strategy.	D
<b>Skills/Abilities</b>	
Computer literate with ability to operate Microsoft Office and email.	E
Excellent communication and interpersonal skills.	E
Numerate.	E
Ability to work as part of a team and on own initiative.	E

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Good organisational and administrative skills.	E
<b>Core Values</b>	
Role model and live our values and behaviours in everything we do, lead by example, and celebrate successes through others.	E
<ul style="list-style-type: none"> <li>• We are one team.</li> <li>• We put safety and wellbeing first.</li> <li>• We do the right thing.</li> <li>• We care.</li> <li>• We build for the future</li> </ul>	
<b>Other/Pre employment checks</b>	
No unspent criminal convictions – must pass basic criminal record check.	E
Proven eligibility to work in the UK.	E
Able to provide suitable references.	E
Able to prove their identity.	E
Willingness to travel and work in other business locations as required in support of the business objectives.	E

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