The Best Connection EMPLOYMENT GROUP

Role Profile: Branch Manager

1. Position Details

Post:
Branch Manager

Department:
Operations

2. Job Purpose

The Branch Manager manages, motivates and supports a team to achieve high performance levels, oversees the day to day running of operations and creates a positive, engaged and productive branch in line with company values. The post holder will develop new business whilst maintaining and maximising existing business, both personally and through their team.

3. Key Responsibilities

Leadership and Performance Support

- Support manager in recruiting, leading, developing and retaining high performing recruitment consultants and operational support staff
- Ensure the achievement of budgeted performance levels
- Ensure the setting and achievement of individual performance targets through regular progress reviews, coaching in role and personal development according to company training and development programme
- Motivate and inspire team to deliver high levels of performance and respond quickly to address underperformance
- Set the tone, engage and communicate with all staff through regular briefings and communicate with all staff through regular team briefings
- Identify staff for development, promotions and reward & recognition
- Facilitate best practice through sharing resources, skills and knowledge with Directors, Area and Senior Managers and Branch Managers, both across the region and nationally

Financial

- Support manager in delivering the long-term financial performance of TBC operations through effective operational and financial performance management at branch level

Operations

- Business plan for the branch and ensure it is adequately staffed at all times
- Ensure the achievement of individual and collective sales targets within the branch
- Develop, expand and secure business with current and new clients
- Work with the Business Assurance Team to ensure compliance with internal and external audits
- Monitor and Manage day-to-day quality of service delivery e.g. Management of out of hour's service, Customer complaints and feedback
- Understand, and ensure the branch complies with, all company policies, procedures and required regulations and legislation

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4: Knowledge & Experience

Essential

- Sales management experience
- Experience of a fast-paced, target driven environment
- Experience of handling multiple priorities & projects

Desirable

- A proven track record as a Manager within the recruitment industry

5: Competencies (Manager of Team Members)

Winning Good Business	Results Driven	Measures team progress and evaluates results, reprioritises as appropriate and removes barriers to delivery of team results
	Innovation	Actively encourages others to initiate change, or think innovatively, to improve our service and grow business
	Decision Making	Makes informed decisions, based on facts and takes action based on available information
	Resilience	Deals with setbacks to overcome challenges and difficulties and stays focused on critical tasks
Improving Efficiency	Analytical Thinking	Gathers and analyses information in a logical way, identifying trends to help with decisions
	Problem Solving	Identifies opportunities to improve results and removes barriers to team performance
	Knowledge Sharing	Encourages & contributes to the sharing of knowledge, skills & expertise, and creates learning opportunities for others
	Communcation	Actively listens and conveys information appropriately and simply in a way that means things are understood and get done
Delivering Operational Excellence	Continuous Improvement	Supports the ongoing process to review and improve standards, processes and service
	Handling Change	Formulates clear plans to deliver change; supports and uses good ideas to solve problems and address issues
	Customer focus	Understands customer need, builds and maintains strong relationships and makes use of feedback to inform decisions and resolve issues
	Self-direction	Takes accountability for own actions and takes initiative to make things happen and achieve objectives
Developing the Best People	Developing Talent	Coaches individuals and promotes others' learning and development to help them achieve goals and fulfil their potential
	Empowering Others	Shares and delegates responsibility appropriately to enable individuals to build skills and ownership
	Teamwork	Works alongside, and encourages and motivates, others to accomplish goals
	Building relationships	Develops a wide network of positive relationships both within and outside the business to deliver results