

Service Manager

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Company: Build Recruitment

Location: Crawley

Category: other-general

Position: Service Manager – Repairs

Location Crawley or Brighton (South Coast) with occasional travel to Havant office

Salary £43,275 per annum

Contract Type: Permanent, Full-time (39 hours per week)

Monday to Thursday: 08:00 – 17:00

Friday: 08:00 – 16:00

About Our Client: Join our client's Property team on the vibrant South Coast. As our Service Manager for Repairs, you'll oversee operations in the Crawley and Brighton areas, with occasional travel to our Havant office. We're dedicated to providing quality repairs and maintenance services to our valued customers.

What We Offer:

Competitive salary of £43,275 plus benefits

35 days holiday (including bank holidays), with the option to purchase additional annual leave

Company vehicle and fuel card provided for work-related travel

Standby Payments

Generous contributory pension scheme with up to 9% matching contributions

Life Assurance

Health care cashback plan

Discounts portal offering savings on various products and services, including holidays, shopping, and cinema

Uniform and personal protective equipment (PPE) provided

Key Responsibilities:

Lead a team of trade operatives to ensure timely and high-quality repairs in our customers' homes

Monitor operative productivity and progress through inspections of work in progress and post-completion

Oversee the performance and compliance of approved subcontractors, ensuring adherence to contractual agreements

Manage vehicle stock levels and control materials in accordance with legislative standards and company guidelines

Ensure compliance with Health and Safety regulations and other statutory requirements by monitoring safe working practices

Investigate and respond to customer complaints in a timely manner, ensuring workflow tasks are completed and systems are updated

Support customer protection and safety by following safeguarding procedures and appropriately identifying, monitoring, and reporting safeguarding concerns

Requirements:

Trade NVQ Level 3 qualification or equivalent experience

Previous experience managing a team of trade operatives in a repair and maintenance environment

Full, clean current driving license required for occasional use of company vans (subject to satisfactory driving license checks)

Application Process: To apply, please submit your CV outlining your relevant experience and

suitability for the role to:

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