

Job Title:	Trainee Manager
Location:	Kirkwall, Orkney
Job type:	Full time
Reports to:	Managing Director

Job Purpose:

As Trainee Manager, you will be predominantly office-based and work on a variety of projects. You will play a vital role in the company's day-to-day operations, ensuring the smooth and effective delivery of our services.

You will be enrolled on a Graduate Apprenticeship, with a choice of course best suited to your interests, allowing you to study towards a degree while gaining valuable industry experience.

Responsibilities:

People Management

- Oversee daily crane hire, plant hire and transport operations to ensure efficiency and productivity.
- Manage a team of people, including recruitment and performance management.
- Effective day-to-day management of plant operatives.
- Review workloads and manpower to ensure targets are met.
- Identify and resolve operational issues or bottlenecks.
- Assist with recruitment of staff.
- Arrange staff training.

Customer Service

- Make sure that customers' needs are met, and that every day runs smoothly from a customer service perspective.
- Liaising with various internal and external stakeholders, e.g. clients, suppliers, operatives, and management.

Financial

- Produce cost estimates for approval.
- Assess and determine appropriate pricing for jobs.

Compliance

- Ensure compliance with company policies and procedures and that any issues are addressed proactively.
- Produce Risk Assessments, Method Statements, and all other safety documentation required to establish and implement safe working practices.
- Assist with the creation and implementation of company policies and procedures.

Fleet

- Ensure all fleet maintenance issues are managed and coordinated.

Business Development

- Work with colleagues to sustain and manage customer relationships effectively.
- Supporting all functions of the business to work together.
- Assist with business development, including sales & marketing.

Skills You'll Need:

- Problem-solving skills.
- Excellent organisational skills.
- Ability to maintain confidentiality.
- Excellent communication skills, both verbal and written.
- Be thorough, accurate and have attention to detail.
- Customer service skills.
- Good time management and ability to work to tight deadlines.
- Ability to work well under pressure, remaining confident and calm in stressful situations.
- Flexibility to focus on priorities and adapt to the changing needs of a client or the business.
- Ability to deal with conflict and negotiate/manage the appropriate outcome.
- Ability to take responsibility.
- Proficient IT user, particularly Microsoft Office, but also comfortable with learning other systems, for example, AutoCAD, crane planning software, online parts diagrams, etc.

Skills You'll Develop:

- Negotiation.
- Project management.
- People management, including multiple sites to ensure successful contract performance.
- A knowledge of:
 - the market and our customer base
 - transport and logistics
 - crane operations and lifting solutions
 - laws and legislation, including quality, health & safety, and environment

Required Qualifications:

- Course entry requirements: Highers BBBC
- Full UK Driving licence (or actively taking lessons)

Additional Training Opportunities:

- In addition to the Graduate Apprenticeship, further training courses might include:
 - Lifting operations: Slinger Signaller, Crane Supervisor and/or Appointed Person
 - Transport Manager CPC
 - Site Management Safety Training Scheme (SMSTS)
 - First Aid at Work
 - New Road & Streetworks – Supervisor