

## Person Specification - Service Manager

Criteria Number	ATTRIBUTES	ESSENTIAL	DESIRABLE
1	<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• General educational level at A level or above (or equivalent)</li> <li>• IT literate</li> <li>• Electrical training/qualification and/or sprinkler maintenance background and training</li> </ul>	<ul style="list-style-type: none"> <li>• Undergraduate or above (or equivalent) but not essential</li> </ul>
2	<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• General commercial awareness</li> <li>• Financial awareness</li> <li>• Proven knowledge of running a service centre/profit centre</li> <li>• Planning and execution</li> <li>• Strong communication skills</li> <li>• Time management skills</li> <li>• Problems solving</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of fire industry sector</li> <li>• Ability to present our services to a customer</li> </ul>
3	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous senior management experience within the service sector – at least 3 years experience</li> <li>• Proven record of strong people management with successful results</li> <li>• Ability to problem solve</li> <li>• Proven ability to liaise with customers both small and large on a professional level</li> <li>• Branch/District manager or equivalent within an electrical setting and/or Sprinkler setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in our industry sector</li> <li>• Proven record of successful management of a team of over 20 people</li> <li>• Experience in financial growth of a given area</li> </ul>
4	<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Responsible</li> <li>• Confident</li> <li>• Fair</li> </ul>	
5	<b>Emotional Effort</b>	<ul style="list-style-type: none"> <li>• Tenacious</li> <li>• Driven</li> <li>• Committed to growth</li> </ul>	
6	<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>• Need to be able to travel on occasion</li> </ul>	
7	<b>Requirements due to working environment</b>	<ul style="list-style-type: none"> <li>• Full Driving License</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to stay away on occasion</li> </ul>