

POSITION DESCRIPTION: Branch Manager

Approval Date October 2024

Business Unit Commercial – Trucks & Machinery

Location Auckland

Reporting to National Operations Manager

Direct Report 12

Job Purpose

The Branch Manager is a key role within the branch operation, primarily responsible for:

- Leading, developing and providing guidelines/operating procedures/frameworks for the branch, ensuring the Branch as a whole, achieves and exceeds agreed service levels, revenue and profit objectives.
- Building a strong team, to ensure delivery of the challenges (as detailed above).
- To grow the business within the company framework/business direction/policies and practices, and assist the Branch team members with/facilitate/enable the development of new business.
- To maintain and develop a service orientated culture, ensuring that customers receive the best possible service at all times.
- To effectively manage costs throughout the Branch, by developing cost reduction initiatives and other careful management of expenditure.

Company Values

The Branch Manager will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

Relationships

Internal	External
<ul style="list-style-type: none"> • Support Office Management team and staff • Head of Commercial & other National managers • Other Branch Managers • National Accounts Team 	<ul style="list-style-type: none"> • Buyers • Vendors • Suppliers • Industry groups

Key Accountabilities

Accountabilities	Performance Measures
Network and Relationships	
<ul style="list-style-type: none"> • Develop and maintain a set of mutually beneficial networks and relationships by providing value to Turners internal staff, customers, and other key external parties, which assists in understanding customer needs and ensuring our focus on providing a consistent and excellent customer experience is well based. 	<ul style="list-style-type: none"> • Positive feedback received. • An assessment of the quality of our customer database i.e. Trade, Public, Lease and Govt. • Feedback and/an assessment of the degree of understanding and alignment from our people in branches in executing and supporting national programs and initiatives.

Accountabilities	Performance Measures
<ul style="list-style-type: none"> Regularly meet with strategic corporate business associates. Devise potential plans that could assist both parties for example, through joint promotion. Always position Turners as an operation that is open to ideas and willing to assist where possible. To contribute proactively as a member of the wider management team. 	<ul style="list-style-type: none"> Feedback and/or an assessment of the messages/communications delivered to have simply articulated our segment approach and programs to interested parties/stakeholders. Put forward recommendations to enhance the service provided by the Branch and wider company operations. Attend appropriate meetings and actively contribute.
Customer Service	
<ul style="list-style-type: none"> Maintain and develop a service orientated culture, ensuring that customers receive the best possible service at all times. Manage key customer relationships for buyers and vendors 	<ul style="list-style-type: none"> Feedback from groups and individuals
Financial	
<ul style="list-style-type: none"> Effectively manage costs throughout the branch, by developing cost reduction initiatives Operate within the Branch financial budget 	<ul style="list-style-type: none"> Ensure revenue, profit and customer targets are achieved Achieve required contributions, standards and timeframes as determined by the GM
Personal development	
<ul style="list-style-type: none"> Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Leadership	
<ul style="list-style-type: none"> Lead and manage the team, to ensure revenue, profit and customer growth targets are achieved within an agreed timeframe. Lead from the front, set standards and provide systems for Branch staff to focus and achieve in the development of new business. Actively support, coach and mentor direct reports ensuring they are successful and objectives and targets are achieved. Work alongside Managers to establish realistic sales objectives per month, quarter and year Monitor performance and compare with monthly objectives Coaching, counselling, advice, support, motivation and information to be provided to the team and when required Actively participate in the recruitment and selection to ensure the right people join our team Ensure appropriate sales and sales effectiveness training is implemented for all new and existing employees 	<ul style="list-style-type: none"> Achieve required contributions, standards and timeframes as determined by the Head of Commercial. Sales targets and plans Individual measurement and monitoring tools Staff retention Lead and manage the team, to ensure revenue, profit and customer growth targets are achieved within an agreed timeframe

Accountabilities	Performance Measures
<ul style="list-style-type: none"> Promote the Group's vision with team members to ensure that both corporate and business unit objectives are achieved Achieve required contributions, standards and timeframes as determined by the Manager 	
Health & Safety	
<ul style="list-style-type: none"> Ensures own safety and the safety of others around Turners businesses Prompts and openly discusses H&S at team meetings Follows all Turners and 'best practice' safe work procedures, practices and instructions Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> Actively leads the team to achieve H&S Objectives Meet standards as determined by the Manager, and/or the Turners H&S Officer
General	
<ul style="list-style-type: none"> Undertakes all special assignment work, projects, and all other tasks as requested Any other duties as and when required to ensure continuity of business 	<ul style="list-style-type: none"> Achieve required contributions, standards and timeframes as determined by the Head of Commercial.

Qualifications and Experience

Essential

- NCEA Level 3 English and Maths or equivalent
- Computer literacy
- Intermediate Microsoft Office in Outlook, PowerPoint (Preferred), Word and Excel
- Proven successful sales record, and target and results focused, with a proven ability to win business

Specific Requirements

- Relevant Tertiary Qualification
- Legal right to work in NZ as defined by Immigration NZ
- Full Driver License
- Minimum of 3 – 5 years' experience in business management in a sales environment
- Minimum of 3 – 5 years' experience managing a small/medium team

Terms of Employment

The terms of appointment will be subject to an employment agreement, and annual performance objectives to be negotiated with your manager.

The position description is valid upon sign off by the Manager and acceptance of the position by the employee.

Agreed

Employee

Manager

Signed:

Signed:

Name:

Name:

Date:

Date: