



Role: General Manager - Installations

Location: Remote

Basis: Full time

Salary: £30,000.00 - £40,000.00 per annum

About the role:

Would you like to play a pivotal role in the growth of renewable energy adoption within the UK and further afield? Have you an appetite to create and develop the largest independent home improvement and renewable energy installation programme in the UK? Have you got the credentials to support your ability to do so?

QASSS is interested in speaking to ambitious individuals who have experience in leading or coordinating field engineering teams, whilst also possessing the skills to develop new business for our installation operation, whilst owning the day-to-day operations including people management, capacity planning, data reporting, process improvement and marketing.

Reporting directly to the Commercial Director, you will have responsibility for owning our installation delivery operation in line with our 3IP® contractor standard. You will be responsible for taking approved sales orders from clients and turning them into works orders to be rolled out to our approved 3IP® network. You will also be responsible for generating new business and have overall accountability for our installation services P & L.

This is a developing role and one that is very much on a career pathway to directorship status. The role is predominantly home based, with occasional travel to meet prospective and current clients.

What you will be doing:

- Lead on building our 3IP® installation standard and IT platform
- P & L ownership of our installation management division
- Lead our growing desk based, installation management team
- Business development, attracting new key clients and network contractors
- Managing client contracts and terms, in line with company policy and compliance.
- Ensuring QASSS is paid promptly so that our supply chain can be also.
- Carrying out regular audits on data/records, SLA's and reports, to ensure we are delivering on our promise.
- Analysing and planning capacity and resource against the client's needs and SLA's.
- Identify opportunities to consolidate resources as part of present and future planning, to achieve long term efficiency.
- Introduce new strategies, processes and contingencies as well identifying opportunities for continuous improvement in our current processes.
- Strategise with both colleagues and stakeholders ensuring deployment and delivery on big projects are carefully planned and executed.
- Be prepared to deal with unexpected circumstances head-on with minimal disruption to the client's business operation.
- Ensure our own network delivery department is delivering for your clients.
- Seek and record appraisals from the client to keep tabs on progress and success as well as areas for improvement.
- Keeping abreast with any changes to SLA's or client's needs so we are always providing the best service and if required, communicate these changes immediately.
- Identify and report any breaches by suppliers in the appropriate and correct manner.

Who we are looking for:

If you can do the above, you are what we want! Here are some further pointers about what you'll need to bring to the table:

- Ideally you will have experience and/or knowledge of the home improvement and renewable energy industry.
- Transferrable industries include but not limited to legal, finance, utilities.
- Extremely data-driven and believes in the importance and value of recording information.
- Strong key account management skills
- Strong and proven record in business development
- Experience in marketing services to B2B clients
- An autonomous operator, who relishes in creating new ways of working as well as continuous improvement.
- A strategic thinker and calm problem solver; someone who has the steel to put themselves out there when the pressure is on and things don't go to plan.
- Strong empathy skills with the confidence to challenge anyone where necessary.
- Effective and confident communicator; both verbally and written.
- Results driven – again, no pressure but this is a standalone role, so you've got to want to succeed at the highest level.

Who we are:

Incorporated in 2020, QASSS Ltd is a start-up from parent company QA Scheme Support Services Ltd, who are the leading UK provider of dispute resolution services for the home improvement and renewable energy sector. We're prepared to push boundaries and step up to the challenge to do things differently from our competitors, which is why we are trusted partner in the industry. We offer a combination of pioneering resolution services including Complaint Management, Alternative Dispute Resolution and Remedial and Claims Management. With over 15 years' industry experience from our parent company, and award-winning technical expertise, we're not too shy to say we are the best at what we do and have no plans on sitting back just yet.

Due to rapid expansion, QASSS are entering a growth phase and we are looking for the best of the best to join us. With some game changing plans and exciting projects, this is an opportunity to be part of a start-up that is already making waves in the industry. If you are an ambitious and energetic performer, who is keen to progress up the ranks with an already successful start-up company, apply now!

What we're offering:

- £30,000.00 - £40,000.00
- 23 days holidays plus bank holidays (increases with length of service)
- Company Pension
- Life insurance
- Remote worker allowance
- Clear progression path
- Flexible working

Interested?

For more information on QASSS as an employer, head to our careers page at www.qasss.co.uk/careers.

To apply for this role directly, please send your CV to recruitment@qasss.co.uk with the job title in the subject line and a few lines with the reasons why you think you are best suited.