

Job Description

Job Title: Prohire South Branch Rental Manager

Responsible To: General Branch Manager.

Responsible For: Senior Rental Assistant, Delivery Drivers.

Location: Prohire Limited, Eagle House, Tunbridge Wells, TN2 3EH

Hours of Duty: 40

Name of Post Holder:

Role Summary: Day to day responsibility of all operational and rental functions at the Prohire South site. Working in close cooperation with the General Branch Manager to ensure the effective execution of excellent service to our customers, achievement of targeted profitability levels of the site and achievement of the Branch business performance and growth objectives are met.

Key areas of responsibility:

General:

- Ensure the depot is performing against all agreed targets, and within budget at all times.
- Consistent motivation and engagement of all direct reports/ branch employees.
- Daily engagement with customers and suppliers.
- To assist the Operations Director and Operations Manager at React House in the disposal of ex-Contract Hire/STH vehicles/Customer owned vehicles, ensuring they are prepped and ready for sale.
- Efficient use of the company IT systems, ensuring all data is correctly entered and administered in line with company protocols, for use by the wider business.
- Conduct regular Personal Development Reviews and objective setting with your team.
- Coordinate any training requirements and ongoing development for new and existing colleagues.
- In conjunction with the General Branch Manager, oversee through effective management of the onsite team, the safe and legal operation of all Company assets, including maintenance and servicing of vehicles and ancillary equipment.
- Any other duties which might reasonably be expected of this position, but are not specifically mentioned above.
- In conjunction with the General Branch Manager submit a weekly/ monthly branch report as set out in the Branch Performance Development Initiative (PDI).

Operations:

- In conjunction with the Group Operations Manager ensure that our MPU (Maintenance per Unit) is on target at all times for Branch rental vehicles.
- Reporting to the General Branch Manager/Operations Manager any overspends, along with reasoning and actively pursue plans to improve performance.
- Develop and maintain new and existing customer relationships, through regular contact and visits to include working alongside the Branch General Manager on sole or collective customer review meetings inclusive submitting Customer Visit Review forms with 6 monthly NPS audits.
- To ensure the Workshop function is sustainable and profitable.

Rental:

- Working in conjunction with the Senior Rental Assistant to ensure all rental vehicles maintain a “Ready to Rent” status at all time, thus ensuring all vehicles operated and delivered are done so in a profitable manner.
- Responsible, along with the Senior Rental Assistant for the growth of the STH customer base, and ensuring the need of specific vehicles types are communicated effectively to the Directors.
- Responsible along with the General Branch Manager and Senior Rental Assistant in achieving the rental targets (utilisation, minimum rate per day/per vehicle, rental product line profitability etc.) offering support and guidance if required to direct reports.
- Working alongside the Rental team at Head Office, to help develop a cross-hire network that can support our needs as a business.
- Ensuring that the employed/ agency drivers and agency drivers represent Prohire in a professional and compliant manner at all times.
- Manage any driving infringements, and ensure all driver movements are recorded.

Key attributes:

1. Courteous, helpful and professional interpersonal and telephone manner with customers, colleague and suppliers
2. Take absolute pride in everything you do to deliver excellence and customer intimacy
3. Use competent and sound commercial acumen and initiative on all occasion organising workload and resources
4. Total confidentiality

Internal Key Relationships:

- Branch General Manager
- All Branch employees
- Head Office operational team
- Head Office colleagues

External Key Relationships:

- Customers
- Suppliers

Rental Manager
Person Specification

Requirements	Essential	Desirable
Education, qualifications, and experience	<ul style="list-style-type: none"> • 5 years + experience in a similar role/environment. • Managerial experience • Experience of working in a customer focused environment 	<ul style="list-style-type: none"> • Experience of working in a Workshop • Health and Safety
Skills, ability, and knowledge	<ul style="list-style-type: none"> • Good IT skills (Word, Excel, PowerPoint etc.) • Commercial vehicle knowledge • Excellent interpersonal and communication skills • Ability to deal constructively with conflict/challenges • Ability to develop good relationships with employees/customers/suppliers on all levels • Ability to work under pressure/ to deadline • Ability to work independently and as part of a team. 	<ul style="list-style-type: none"> • Up to date knowledge of vehicle legislation including any planned changes
Personal Qualities	<ul style="list-style-type: none"> • Energetic, efficient, resourceful and flexible • Positive and diplomatic • Calm under pressure • Good attention to detail • Attentive and responsive • Innovative mind 	

Signed:
 (Post Holder)

Date:

Signed:
 (Director)

Date: