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| **Job Title**  | **Managing Director – phs Compliance** |
| **Location** | **Various** |
| **Reports to** | **Group Managing Director Specialist Businesses** |
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| **About us** |
| **phs Group**phs is a leading facilities services Group with operations in the UK, Ireland, and Spain. The Group is the market leader in hygiene services delivering washroom services to 300,000 washrooms in the UK, Ireland, and Spain to 90,000 customers. The Group also has a number of market leading specialist services companies including:* phs Compliance – provider of electrical testing services with a nationwide network of over 350 engineers
* phs Greenleaf – provider of indoor and outdoor plants. Landscaping services and Christmas tree rental
* phs Besafe – provider of managed services (supply, launder, repair and maintain) of personal protective industrial workwear
* phs Teacrate – provider of office crate rental services across the UK
* phs Wastekit – rental and sale of industrial waste compacting machines in the UK and Ireland
* Warner Howard – hand dryer specialists, providing a full range to resellers and electrical distributors throughout the UK
* Direct365 – provider of a large portfolio of business products and services via a national network of quality suppliers

Together we’re leaders in driving innovation and change in our industries, focusing on the sustainability challenges that matter most. **About phs Compliance and the Role:**phs Compliance is a leading provider of safety testing services across a range of clients including commercial real estate, facilities management, retail, hospitality, emergency services and defence infrastructure.  This is an exciting opportunity for a dynamic, entrepreneurial individual to lead and grow a business. The Managing Director role will have full strategy, operational, sales, marketing, and P&L responsibility.  The key challenge is to continue to grow the business while improving margin and profitability and delivering excellent service. Attaining or maintaining market leadership, forecasting and maintaining optimal resources, improving workflow efficiency, leveraging national density to achieve economic advantage and continuing to develop customer experience as a key point of difference.  You will have ownership of the whole agenda from setting the strategy to making sure it’s delivered. We are looking for an experienced business leader with proven experience of running and growing a national testing and inspection business. You will have real energy and the ability to work at pace within a high volume/low value transactional business, enthusiasm and a passion for great customer service and people development. The culture created in the last few years has been centred around “right people in the right role”, which has delivered high levels of employee engagement.It is a fantastic job for the right candidate and potentially the perfect platform for further growth within theGroup. |
| **KEY RESPONSIBILITIES** |
| * **Strategy Implementation**
* Responsible for the creation and delivery of the business’ 3 Year business growth plan.
* Understand the market the business operates in (including competitors) to drive effective growth strategies alongside exceptional service delivery.
* Responsible for developing new services to customers which deliver good, sustainable returns.
* **Sales, digital and marketing**
* Drive year on year growth and deliver sales objectives.
* Responsible for setting the sales strategy and ensuring the sales team deliver against sales targets.
* Responsible for devising and implementing marketing plans with support from Group Marketing, including digital marketing activity.
* Responsible for setting and delivering pricing expectations to drive optimal growth and improved profitability.
* **Customers**
* Build long term customer relationships based on the delivery of quality products and service.
* Grow and develop customer accounts through cross-selling strategies increasing share of wallet, retention rates and gap analysis.
* **Operations**
* Ensuring that the operational activity across the business is run efficiently and effectively to fulfil customer requirements.
* Establishing and ensuring delivery of effective service measures and KPIs so operational service can be effectively assessed, and issues can be identified and addressed.
* Build a good understanding of the legal, regulatory and safety requirements of the business and its products and services.
* Ensure that operational efficiency is achieved through effective scheduling and routing of work.
* **Financial Management**
* Set annual budgets and deliver periodic trading updates and reporting weekly and periodically.
* Provide accurate financial forecasts and identify areas of improvement whilst ensuring robust control measures are in place.
* **General Management**
* Oversee and manage all the functions across the business unit, ensuring that all departments are resourced effectively and appropriately and that the organisational structure is optimum for the business need.
* Develop and manage appropriate business KPIs which are then used to drive business performance.
* Deliver accurate periodic reporting to the Group MD of Specialist Businesses.
* Lead, inspire and develop the performance and potential of the team, setting clear objectives, allocating work appropriately, developing effective ways of working and ensuring that individuals and the team operate effectively.
* Create and develop an improved and efficient customer experience within back-office functions.
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| **Your experience will show**  |
| * Successful track record of general management and P&L responsibility as an MD. This role needs someone who is equally comfortable delivering operations, logistics and sales
* Proven ability to set and implement strategy
* Experience running a logistics and services business within the B2B sector
* Proven Strong and demonstrable experience of delivering business growth – strong sales and business development focus. Proven ability in setting and implementing pricing strategies
* Excellent people skills and a proven track record of delivering substantial organisational change

**Your strengths include:*** Dynamic entrepreneurial business leader able to drive success through demonstrating passion and knowledge for the business and its future.
* Innovative and creative approach.
* Excellent communicator, both verbally and written.
* Ability to influence others at all levels.
* A determination to drive outstanding results.
* A positive energy and the ability to find solutions.
* Ability to work at pace and deliver high quality results, both yourself and your team.
* Continuous improvement mindset, always spotting opportunities for how to do things better, simpler, faster.
* Strong leader able to quickly build respect and commitment across business wide teams.
* Demonstrates excellent attention to detail whilst retaining the ability to see the wider business picture.
* Calm and focused under pressure.
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