

JOB VACANCY ADVERTISEMENT

A leading transport service company, South West Cars Ltd, operating across the whole of London (covering all addresses, hotels, train stations and airports) seeks to recruit a dynamic and professional Business Support Manger to join their team. The Business Support Manager will support the administrative operations of the business whilst ensuring efficiency and compliance with company policies and managing customer inquiries to drive business growth. The ideal candidate will possess strong leadership abilities, excellent communication skills and the capability to manage a multilingual team.

Salary: Up to £40,000 per annum

Hours: Full time (40 hours, 5 days per week)

Position: Office based

Reference: Support Manager 04141

Responsibilities:

- Operational Efficiency: Oversee daily operations and supervising staff by assigning tasks and monitoring service standards and operational procedures including the business portal and dispatch system.
- Strategic planning and implementation: Identify opportunities and collaborate with the managing director to develop and implement strategic plans that align with the company's vision as well as objectives through existing and future clients.
- Working with Key Stakeholders: engage with regulatory bodies, suppliers, and clients and internal teams to address concerns, provide updates, and foster positive relationships.
- Regulatory Compliance: Knowledge of working within the legal framework including the ability to read and interpret the relevant laws, regulations and health and safety standards that apply to UK transportation.
- Customer Service Satisfaction: Ensure exceptional customer service by engaging with customers (via phone calls, email, letters, packages etc) by addressing their needs and concerns promptly and analyse customer interactions to identify areas of improvement and provide feedback to the team.
- Employee Development: Provide guidance as well as opportunities to employees in all aspects of business operations including onboarding, training and performance development
- Conflict Resolution: Address and resolve customer complaints and staff issues with professionalism and empathy to increase customer satisfaction in a timely manner while creating a positive environment.
- Vehicle Inspection and Maintenance: Collate up-to-date records of vehicle inspections, insurance and contractual documents, and requirements to suit the transport services business.

- Documentation and Reporting: Prepare and submit operational reports, including sales, staff performance and customer feedback, to the senior management.
- Financial Management: Assist in managing budgets, monitoring financial performance and implementing cost (invoices, payrolls, budgeting, bookkeeping).
- Team Collaboration: Foster a positive and collaborative work environment, promoting teamwork and open communication among staff and management.
- Flexibility: Willingness to work flexible hours, including evenings, weekends, and holidays, to meet the needs of the business.

Skills and qualifications:

- Educated to a degree level (preferred) or equivalent 2 years' experience within administration and compliance or similar
- Excellent verbal and written communication with the ability to interact effectively with clients, staff and management.
- Organised with the ability to work independently in high pressure environment and tight deadlines
- Ability to develop and deliver action plans in relation to the business agenda
- Experience working with MS office suite (Word, Excel, Outlook)

Benefits

- 25 days annual leave, rising to 28 days after 1 year of service
- Pensions scheme contributions increasing with tenure
- Discounted rates on up to 30% off on usage of taxi service

To apply, please send your resume and cover letter outlining your qualifications to info@southwestcars.com. The closing date for the application is 10 July 2024 at 23:59

