



## ROLE GUIDE 28-11-2017

POST	Storage Manager						
ROLE	sales management, administration, team management, self-storage premises management						
HOURS	<p>Full time. We are open 7 days a week including Bank Holidays (except for Christmas and the New Year).</p> <p>Our opening hours are:</p> <table> <tr> <td>Monday to Friday</td> <td>7.30am – 6.30pm*</td> </tr> <tr> <td>Saturday</td> <td>8.00am – 5.00pm</td> </tr> <tr> <td>Sunday &amp; Bank Holidays</td> <td>10.00am – 4.00pm</td> </tr> </table> <p>*Summer late night opening Thursday and Friday to 7.30pm, April to September</p> <p>This is a full time post, so your hours would be a total of 37.5 per week, mostly in a management capacity. However, the Storage Manager will pick up two Duty Manager shifts per week, manning the front desk.</p>	Monday to Friday	7.30am – 6.30pm*	Saturday	8.00am – 5.00pm	Sunday & Bank Holidays	10.00am – 4.00pm
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Saturday	8.00am – 5.00pm						
Sunday & Bank Holidays	10.00am – 4.00pm						
SALARY	£32,000 - £38,000 pa						
LOCATION	<a href="https://www.eversleystorage.co.uk/location-map/">https://www.eversleystorage.co.uk/location-map/</a>						

## Join us!

We hope you'll be interested in joining our family business in this role.

## Our Business

Greenfords Ltd is a long standing business with a real focus on customer service. We are based at our offices in Eversley, Hampshire. The company has two principle activities:

- Eversley Storage ([www.eversleystorage.co.uk](http://www.eversleystorage.co.uk)) provides self storage facilities and warehousing;
- Greenford Park Homes ([www.greenfordparkhomes.co.uk](http://www.greenfordparkhomes.co.uk)) develops and manages quality park home estates.

## Main Responsibilities

- Overall responsibility for all day-to-day aspects of the self storage business – administration, sales, team leadership, customer relations, keeping abreast of competition and industry best practice, developing new business.



- ii. Mastering the storage software, in order to train and support the team of Duty Managers.
- iii. Within the regular shift pattern, take two Duty Manager shifts per week, on the front desk.
- iv. Take responsibility for the meticulous administration of the storage business – ensure that the sales operation dovetails successfully with accounts. Collaborate on managing customer credit control.
- v. Report regularly on all areas of responsibility.
- vi. Manage welcoming and sales-orientated response to enquiries for storage and related services; monitor all sales leads to contract; manage on-going storage customer relationships.
- vii. Joining the Management Team and contributing to strategic decision-making.
- viii. Administrate Duty Managers' rota.
- ix. Manage, train and support part time team – foster team spirit; ensure good standard of professionalism including dress code and management of the reception area; creative sales approach; efficient administration.
- x. Line-manage and monitor security team.
- xi. Primary cover for Duty Managers' holidays, including occasional weekend and Bank Holiday shifts.
- xii. Work with the Greenford Park Homes team to ensure that parks customers (including residents) are dealt with efficiently and warmly. Provide sales assistance and ensure that the team are fully briefed on current homes for sale.
- xiii. Collaborate on the production of risk assessments, policies and procedures for the storage business, ensuring full compliance.
- xiv. Schedule and carry out fire alarm drills and test other alarm systems regularly.
- xv. Monitor all activities taking place at the company's Eversley premises and adjoining land.
- xvi. Work within the existing Maintenance Management framework to propose, monitor and support maintenance and improvement schemes by staff or outside contractors.
- xvii. Manage fork lift truck bookings, facilities and staffing. With training, operate the fork lift truck, when necessary.
- xviii. Take responsibility for maximising storage income/profitability.
- xix. Carry out such duties as will reasonably assist and promote the interests of the company.

## **Skills and Attributes**

- i. Diligent and self-motivated.
- ii. Meticulous administrator, who will conscientiously take responsibility for keeping the storage CRM (Customer Relationship Management) database up-to-date and support the Duty Manager team in doing the same.
- iii. Commitment to fostering strong sales relationships with customers and offering excellent service to all Greenfords' customers.
- iv. Honest and trustworthy, reliable and punctual.
- v. Previous management experience, excellent leadership skills. Ability to set high professional standard and lead by example.



- vi. Excellent level of computer literacy, able to master and effectively train colleagues to use the storage management CRM software.
- vii. Inspire confidence and trust in customers and in colleagues.
- viii. Strong commercial outlook, be flexible, able to adapt to change and support all aspects of the business.
- ix. Hands-on project manager, taking active individual responsibility for researching, proposing and executing new business ideas.
- x. Solid understanding of and commitment to observing health and safety requirements.
- xi. A positive outgoing personality with good interpersonal and communication skills.
- xii. Excellent command of written and spoken English.
- xiii. Reasonably fit and active.
- xiv. Commitment to upholding company policy and preserving the principle of confidentiality at all times.

## **We will provide**

- Excellent professional no smoking offices in which to work
- Initial and ongoing training
- Good regular liaison with the Management Team, Workshop Team, Parks Team, Accounts and Marketing departments

## **Next steps**

Download the Application Form from ([www.eversleystorage.co.uk/jobs](http://www.eversleystorage.co.uk/jobs)), fill it in and send it, with your CV to [jobs@eversleystorage.co.uk](mailto:jobs@eversleystorage.co.uk)

Do email us or call 0118 932 8328 with any queries.