

Kitchen Installations Manager

Location:

Swindon head office

Reporting to:

Managing Director

The Role:

To manage the installation process for a rapidly expanding kitchen company with 6 retail showrooms. The role is to act as the coordinator between the kitchen designers, sub contract fitters, and operations department on the one hand and the retail customer on the other.

Key Tasks:

- Ensuring the maintenance of the contractual paper trail
- Managing the fitting teams rotas
- The recruitment and 'vetting' of sub-contract installers
- Ensuring that sub-contract installers adhere to the company's agreed fitting charter
- Conducting full on site pre fit surveys
- Maintain log of fitting completion/satisfaction notes
- Managing the completion of any post fit snagging issues within an agreed time frame to ensure customer satisfaction

Key Competencies:

- Highly motivated and results driven
- The ability to work independently without supervision
- Strong interpersonal skills both face to face and on the telephone
- IT Literate
- Knowledge of a CAD based design package and broad kitchen design skills
- Kitchen product knowledge
- Exceptional relationship and rapport building skills
- Administrative attention to detail
- Clean driving license
- The ability to manage multiple tasks simultaneously
- An analytical mind
- An aptitude for problem solving

Experience:

- 4+ years installations or project management experience with some form of design led product ie kitchens or bathrooms

What we can offer:

- Competitive salary
- Excellent opportunities in an established and growing company

Hours:

Because of the nature of our work and the role, a flexible approach to working hours and routines is required.

Please provide full cv and salary expectations to: Edward Blackett on ed@kitstone.co.uk