

# Branch Manager

**Employment Location:** Bibra Lake

**Employment Type:** Full Time

CERTEX Lifting and our affiliated Australian companies supply lifting equipment, steel wire rope, height safety, and other lifting solutions, alongside connected services including testing, maintenance, assembly, and hire of lifting products for industrial applications in a wide range of industries. With over 18 Australian sites across 5 strong brands, we are one of Australia's largest providers of lifting equipment solutions, with a far-sighted focus on sustainable growth.

## The Role

We are looking for an experienced Branch Manager with a focus on customer satisfaction, safety, sustainability, and growth, to oversee the operations of one of our key branches and further solidify our reputation as technical experts in rigging, lifting, and height safety.

With the backing of national functional expertise, your role will be to drive the growth of the branch and support a well-established, talented team to further develop their capability.

Located in Bibra Lake, the branch is perfectly positioned to take advantage of the increased industrial manufacturing and maintenance, and related infrastructure activity from AUKUS Defence projects.

A snapshot of your duties and responsibilities includes:

- Oversee the safe and effective functioning of all branch operations including Sales, Warehousing, and Service & Production, and solve operational problems within the bounds of your authority.
- Lead by example and promote a culture of customer focus and prioritise customer satisfaction within the branch.
- Step in and provide hands-on operational support in various business functions when needed to support the team and meet customer needs, whether it be in sales, technical solutions (within competency level), or warehousing and logistics.
- Work in conjunction with other branches to provide regional and national customer solutions.

- Support the development and progression of branch employees and provide ongoing constructive feedback and guidance.
- Support, display, and reinforce company values, and encourage a positive “national team” culture.
- Ensure branch resources are effectively utilised to support productivity and sustainable growth, and liaise with Senior Management to ensure resources are available and allocated effectively to maintain branch operations.
- Ensure branch maintenance is carried out, including planning and scheduling maintenance.
- Implement Certex Lifting QHSE management systems and processes and ensure that work is carried out safely within your branch and in accordance with health and safety legislation.
- Ensure injury management and worker’s compensation procedures are undertaken in accordance with company policies and procedures and applicable legislation.
- Work with the support of national functional managers to implement and maintain consistent procedures and promote continuous improvement.
- Ensuring the effective flow of information between Management and branch employees
- Track and report on key branch metrics and KPIs such as sales, safety, and compliance.
- Develop forecasts in conjunction with Regional Management.

### **What we are looking for**

It is critical that you are someone who embraces our core values of being farsighted, making things happen, and being good to work with, (and will be looking for evidence of this throughout the recruitment process.) Additionally, we are also looking for:

- Significant experience in providing industrial sales and service delivery to customers in a heavy industry such as mining, construction, or manufacturing, with meaningful exposure to rigging, lifting, or height safety equipment and processes.
- Exposure to an ISO environment, including maintaining ISO standards, and working knowledge of interpreting and applying Australian Standards.
- Experience applying policies and procedures, with good knowledge of underpinning Workplace Health and Safety and Industrial Relations laws and regulations, as relevant to a management role.
- Experience managing branch operations utilising workflows within an ERP system (Ideally Microsoft Dynamics - Business Central).
- A current, unrestricted driver’s license.

- Able to reasonably be available outside regular business hours to facilitate communication with other time-zones, be available for employees, or to manage urgent/emergency branch issues, when required.
- Willing to undergo a pre-employment medical, including drug and alcohol screening.
- The right to work permanently in Australia, with no restrictions.

### **Who we are looking for**

- You are an approachable leader who knows how to effectively delegate work without delegating accountability, who can give constructive feedback, and who can support and develop employees to grow and succeed.
- You are adaptable and innovative; able to find alternative solutions to ensure continuance of service delivery.
- You are driven to constantly improve service delivery and grow the reach of the business, and proactive about achieving these.
- You are comfortable working in a technology-focused environment utilising Microsoft 365, including SharePoint and Teams, and ERP systems, and support effective use of digital solutions.
- You communicate effectively and clearly in writing and verbally; adapting your communication style to suit your audience and knowing how to keep the right people informed of the right things at the right time.
- You are adept at learning new information, grasping new concepts quickly, and applying learned knowledge effectively.
- You know how to make things happen – Adaptable and innovative; able to find alternative solutions to ensure continuance of service delivery.
- You are far-sighted – understanding the impact of your actions on the future and acting to prevent future issues.
- You are good to work with – considerate, professional, and courteous towards others.

### **Desirable qualifications**

- BSBWHS411 - Implement and monitor WHS policies, procedures and programs.
- High-Risk Work Licences, including Forklift, Dogging, Basic Rigging, Elevated Work Platform, & Working at Heights.
- Qualification in Management, Business Administration, or other relevant discipline.

### **How to apply**

If you believe you have what we are looking for and want to be part of the team, [APPLY ONLINE NOW.](#)