

Branch Manager

Location: Wangara WA

Employment Type: Full Time

The Role

We are looking for an experienced and customer-focused Branch Manager to oversee the operations of our largest branch, and support the team to achieve our strategic objectives, with a focus on safety, sustainability, diversity, and further developing our reputation as technical experts in rigging, lifting, and height safety.

A snapshot of your duties and responsibilities includes:

- Encourage and develop a positive branch culture, by supporting, displaying, and reinforcing our values.
- Lead by example and promote a culture of customer focus and prioritise customer satisfaction within the branch.
- Support the development and progression of branch employees and provide ongoing constructive feedback and guidance.
- Guide and support function supervisors to ensure the effective operation of branch functions.
- Oversee the safe and effective functioning of all branch operations and solve operational problems within the bounds of your authority.
- 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, especially 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 management and function specialists to implement and maintain consistent procedures.
- Provide unmatched support for customers by collaborating with national management and other branches.

What we are looking for- Must Haves

We want someone who embraces our core values of being farsighted, making things happen, and being good to work with.

As this is a large branch, it is critical that you have proven skill in effectively managing a team of more than 30 people, with responsibility for either a branch, a business, or an autonomous department within a larger business.

Additionally, we are also looking for the following:

- Experience successfully implementing sales and operational strategies at branch-level.
- Significant experience in industrial sales of equipment and services.
- Experience in the rigging, lifting, or height safety industry, or a heavy industry such as construction, with significant operational exposure to rigging, lifting, or height safety equipment.
- Working knowledge of interpreting and applying Australian Standards and working within regulatory environments and quality systems.
- Experience applying policies and procedures, with good knowledge of underpinning WHS and Industrial Relations laws and regulations, as relevant to a management role.
- Comfortable working in a computer-based environment utilising Microsoft 365 (including SharePoint and Teams), ERP systems (ideally Business Central), Power BI, and other digital tools.
- Able to reasonably be available outside regular business hours, especially to facilitate communication with other time-zones, when required.
- A current, unrestricted driver's licence.
- Willing to undergo a pre-employment medical, including drug and alcohol screening.

Who we are looking for

It is key to your success that you see yourself as part of a national team that work together towards a common goal, showcasing one of our most critical values – being good to work with. We are also looking for the following attributes:

- You are willing to get your hands dirty when needed - you step in and support the team when they need it, in any way you can.
- You communicate effectively and clearly in writing and verbally, with a personable and approachable manner, and can adapt your communication style to suit your audience.

- You know how to make things happen – you are adaptable, able to find solutions, and adopt a solution-focused approach to problems 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 considerate, professional, and courteous towards others.
- You have a customer-focused mindset, with the ability to identify opportunities and deliver solutions.
- You are goal-oriented, able to work autonomously and self-manage time to meet outcomes.
- You are adept at working effectively and cooperatively with cross-functional teams.
- You are interested in continuous learning and adept at applying learned knowledge.

Why this is a good opportunity

You will be joining a nationally recognised leader in lifting and rigging solutions, backed by international resources and expertise. You will have the support of a highly experienced Supply Chain Director and a collaborative team.

You can expect a friendly, open, and comfortable company culture, paired with clear targets and expectations, to ensure you know what success looks like.

We are committed to providing opportunities for development to ensure you have the confidence and knowhow to provide superior customer outcomes and want to be a long-term part of the team.

This role comes with the option of a company vehicle or vehicle allowance, to enable you to visit clients and suppliers regularly.

How to apply

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