

Are you a visionary and experienced Manager with a proven reputation in the service industry who can oversee our company's expansion and growth in our ambitious and exciting next leg of our journey? Do you pride yourself on the delivery of a superb level of customer service? Are you assertive and analytical with compassion as your backbone?

If yes, then read on. Does what follows below, describe you?

You are a logical and creative thinker who loves to craft systems and processes that work to help create efficiency, allowing all people connected to the business to play to their strengths. For you, writing a plan and making a checklist are part of your DNA. Throughout your impressive career to date, you will have been exposed to all aspects of a business and know that you have the skill to lead and transform a talented team of managers and colleagues in the field.

You are a self-disciplined, highly motivated, organised individual. If we spot checked your garage, we would score you a 10/10 for organisation and a beautifully colour-coded labelling system. You love people and use a warm coaching style of management and it makes your day when you get the best out of someone as well as yourself. To ensure success you already embody, and could score yourself highly on our company's core values and culture which are: Kindness, Integrity, Trust, Reliability, Strong Communication, Strong Cohesive Team Work, Creating Win-Win-Win solutions, a Kaizen philosophy of constant improvement, A passion to see Justice done, Take Responsibility for our outcomes, Creating a space where everyone can thrive.

To be our pop candidate, you will be an exemplary leader, have superb business acumen and a sound understanding of business strategies and processes. Our goal is to create our first Franchise within the next year. Experience of going through this process would be a bonus. Does this excite you?

You will be responsible for optimising our company's operating capabilities, employing strategies to maximise customer satisfaction and managing marketing initiatives. You will compile the company's budget, and employ systems to safeguard assets and stock. You will compile financial reports, and control financial policies and procedures. You will team up with management to implement business strategies. And this will excite you!

### Registered Address

3-5 Lansdowne Road, Croydon, CR0 2BX

Registered in England and Wales. Company No. 09918005

### Phone

020 3995 4810

### email

[info@justhelpers.co.uk](mailto:info@justhelpers.co.uk)

### web address

[Justhelpers.co.uk](http://Justhelpers.co.uk)

# GENERAL MANAGER JOB DESCRIPTION

## About Just Helpers Ltd

We are an award winning small but rapidly growing cleaning agency who introduces clients to cleaners across 114 London postcodes.. We currently represent an operational team of 45 Field Service colleagues, known as 'Helpers' and 3 Managers and 2 administrative support consultants. We care deeply for everyone who is a part of the Just Helpers family.

We want our clients, current and those on their way, to recognise that our team of colleagues are there to help, that we can be trusted to make cleaning day their best day of the week, understanding that a clean house, allows our clients time and space to do the things that God has created them to do, to give them space to think, create, breathe, be.

We are not just cleaners, we are Helpers who believe in justice and a win-win-win situation for everyone in our circle.

We are passionate supporters of the London Living Wage and 'doing the right thing' is at the heart of all we seek to do. We expect that everyone who is a part of our team subscribes to this ethos too.

## Your Main Responsibilities

- Assessing and implementing improved processes and new technologies, and collaborating with management regarding the implementation of these improvements.
- Overseeing marketing initiatives, including social media engagement and implementing better business practices.
- Delegating responsibilities to ensure staff members grow as capable participants.
- Employing various initiatives to coach employees to optimise their capabilities.
- Completing performance reviews in a prudent and timely manner.
- Working together with key participants to compile the budget.
- Spearheading strategies to steer the company's future in a positive direction.
- Driving the company's operating capabilities to surpass customer satisfaction and retention, and company goals.
- Controlling company costs, and introducing tactical initiatives to address losses.
- Monitoring invoices, money handling procedures, accounting and bank processes.
- Preparing timely and accurate financial performance reports.
- Working with the Director to establish our first franchise

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## GM Requirements

### Essential

- Bachelor's degree (or equivalent qualification or experience) in Business Administration.
- Minimum of three years experience managing a small to medium enterprise's human resources, finances, operations and strategies.
- Proven track record of outstanding performance in a previous enterprise.
- Proven track record of managing complex budgets successfully.
- Demonstrated experience of ethical leadership.
- Outstanding verbal and written skills, and experience working with staff on all levels.
- Experience of working with staff for whom English is not their primary culture or language
- Ability to make business projections three years into the future.
- Excellent Knowledge of office management systems and procedures
- High level English language speaker
- Outstanding organisational and time management skills
- Ability to multitask and prioritise workload and coach others to do the same
- Discretion and confidentiality
- Confident personality
- Well presented
- Highly personable
- Flexible and mature approach to life

### Reporting to

- Company Director

### Benefits

1. Salary £40-45k
2. Flexible working hours to be negotiated at interview
3. Company Laptop
4. Company Mobile Phone
5. Opportunity to apply for more senior positions as they arise
6. 28-32 days annual leave *pro rata*
7. NEST Pension scheme with employer contributions.
8. Professional Business Coaching

### Job Location:

Work from Home until we are all comfortable to return to an office.

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