

Position Description

Northern Regional Manager

Location:	Auckland Region
Reports to:	Managing Director
Direct Reports:	Yes
Key Relationships:	Internal: Bark team members, Bark management team External: Existing Clients, Client's Clients, Potential Clients, Suppliers
Revised:	July 2019

Who is Bark?

Bark is a company obsessed with customer service. Everyone says this, but we really do put our customers first. In fact, our promise is: “clients first: profit second”. The strength of our relationships is built on our honesty with our teams and our clients. Our approach is simple: when our properties standard is awesome, our clients and team are happy. That is our goal.

Job Summary

Reporting to the Managing Director, the Northern Regional Manager forms an integral part of the Bark management team. You will lead and inspire the team within your region to consistently achieve our goal: ‘awesome property standards, happy clients and team’. You will cultivate seamless business relationships with our existing clients, and their clients, and identify new opportunities to enhance Bark’s reputation and potential in the market place. In conjunction with your regional responsibilities, you will be actively involved in, and contributing to, the efficient and innovative management of the company as a whole.

Key Accountabilities

- First and foremost: ensure that we consistently present the properties under Bark’s management at or above the standards required by our clients
- Provide leadership, direction, support and discipline to the Bark team within your region
- Advocate for the Barkway (people, respect, passion)
- Provide personalised client interaction with a focus on delivering on individual client needs and expectations; a “client first” focus
- Instil and maintain an emphasis on providing safe working environments
- Ensure operations are running efficiently and profitably
- Manage the financial performance of the region’s operations meeting agreed financial performance expectations
- Identify and pursue business growth opportunities that align with Bark, gain new works in the region

Skills and Attitude Required

- A people person, with high emotional intelligence; a confident and respectful leader with the ability to quickly gain and retain trust and respect both inside and outside the business
- Excellent relationship management skills with a considered, professional manner
- Exceptional small to medium business management skills; an all-rounder adept at covering the spectrum of tasks undertaken in small to medium sized business
- A self-starter who is able to get things done in a timely manner
- A continuous improvement mindset
- Willing and able to ask the right questions in order to get the honest answers so that they can respectfully challenge our operations, property standards and, if required, our people and clients
- Ability and passion to identify and develop opportunities enabling Bark to grow and develop, both in scale and as a respected, professional organisation
- Ability to identify and secure time with the decision makers within potential client organisations
- Bark will assist with up-skilling and training. The Manager is expected to take the lead and contribute time, both within the usual working hours and outside if required, for professional development.

Qualifications and Experience

- Trade industry experience in a management role is essential
- Horticultural knowledge or qualifications highly regarded
- Demonstrate a history of providing inspiring leadership and direction, employing rounded business and general management skills
- Knowledge and experience of HR practices
- Proficient computer skills: Word, Excel and Xero as minimum
- Sound financial understanding and acumen

Desired Outcome

Our properties are awesome; thus, our clients and team are happy, which will mean:

- Bark is the partner of choice for our clients, both current and future
- Bark is the employer of choice, a great place to work
- Bark clients openly recommended our services to others
- Bark is financially secure and successful
- Growth in business opportunities and revenue

What does success look like in this role?

Happy customers

- Our customers feel valued and respected
- They tell us their properties are meeting or exceeding their expectations
- Customers know that Bark is managing their properties, with their best interest to the fore. Quite simply, they feel that Bark cares.
- Our clients are recommending Bark to others

Property Standards

- The region's properties are consistently meeting or exceeding our customers' expectations as shown by client feedback and Bark Q&A

Happy Team Members

- Our teams' actions and attitudes show they are happy to be part of Bark
- They feel valued, because we have congratulated and thanked them when the opportunity arises
- Individually and collectively, the condition of our properties shows a high level of pride in their work

Management Approach

- A disciplined and skilful management approach is evident, as shown by the smooth and efficient operation of individual teams and the region as a whole
- The true measure of success here is consistently meeting our clients' expectations by the continual delivery of our own high standards
- Actions are taken at the right time to ensure positive team moral, operational efficiency and the maintenance of standards & best trade/ industry practice
- Our clients tell us that we provide the management disciplines and support to their hands-on team that we promised
- Our teams feel that their actions and operations on the ground are supported by sound and disciplined management

Quite simply we are managing operations; not reacting to them.

- We are not fighting fires because we are in touch with our teams, clients and properties. This allows us to identify potential risks or issues early, before they have the opportunity to develop into real problems.

Financial Performance

The region's operations are consistently meeting agreed financial markers, being retentions of customer base, managing regional budgets effectively and profitability.

Health and Safety

- The region's teams display a positive attitude to safety
- The willingness of our teams to report near misses and their openness to discuss potential safety issues shows a "no blame" culture that emphasises learning as a way to ensure everyone stays safe
- Most importantly, a lack of accidents and injuries shows everyone is taking their individual and collective safety seriously

Business Improvement

Suggestions to improve our service delivery and efficiency in the region and business as a whole are put forward and implemented.

Revenue Growth

- Business opportunities that align to Bark's are identified, assessed, and acted upon
- Successful negotiation, tender and quoting of new management contracts, landscaping projects that align with Bark and its financial parameters
- Successful implementation of landscaping works
- Bark achieves revenue growth in the Northern region