

Job Description

Job Title:	Business Manager
Reports to:	Managing Director
Full or part-time role:	Full-time - 45 hours per week
Last updated:	13.10.26

In general, you will work as part of the team, being flexible in your approach to your work, fulfilling any reasonable request to do any task that arises and is within your capability. However, the information below provides details on the key indicators of effective performance in your role.

Overall, we ask our employees to deal with all aspects of the role professionally, in particular ensuring all matters are dealt with in an accurate and timely manner, whilst maintaining confidentiality and high customer service standards. The role holder should always make decisions that ensure compliance with the overarching company policies, procedures and ethos whilst remaining open to making suggestions for changes and improvements to the existing practices.

Purpose of the role

Lead the day-to-day running of ETA, bringing clear priorities, effective people management, legal compliance and commercial discipline to sales, processing, technical support, marketing and production. Turn agreed business goals into practical action, improve profitability and service, and build a team that learns from problems and follows through on decisions.

Work closely with the Managing Director, who retains responsibility for overall strategy, major investment and decisions outside the role's delegated authority. Transform agreed strategies into operational goals and drive them through to success. Ensure standards for quality, customer service and legal compliance are consistently achieved and report any unresolvable concerns back to the Managing Director. Work with the HR Manager on people matters and with the Factory Manager and Technical Operations Manager on their specialist responsibilities.

Key areas of performance

The information below provides details on the key elements required for the role holder to perform effectively:

- ★ Reviews monthly profit and loss information with the Managing Director, monitors and manages agreed budgets, sales, margins, costs and trends, and recommends actions.
- ★ Holds regular sales, processing and production meetings to obtain whole-company insight and feedback and establishing clear actions, owners and deadlines, helping to resolve obstacles but

ensuring owners remain accountable for completion. Accurately records key decisions, goals and progress for reporting purposes.

- ★ Provides concise management reports covering commercial performance, quality, capacity, staffing, risks and improvement actions and communicates these to relevant Managers as appropriate.
- ★ Keeps accurate operational and people records, including information needed for payroll.
- ★ Reviews the monthly payroll against information provided by the Finance Manager, identifying any errors or applicable deductions, and authorises payments.
- ★ Supports the sales estimators with pricing and discount decisions to ensure they remain within agreed limits, checking commercial viability and obtaining specialist input on technical specifications where appropriate.
- ★ Aligns sales and marketing activity with production capacity and realistic delivery commitments.
- ★ Provides hands-on operational support for estimating, procurement and processing as and when necessary.
- ★ Regularly researches new product opportunities by analysing market trends and liaising with suppliers and potential suppliers and provides recommendations to the Managing Director for strategic planning.
- ★ Ensures a learning culture throughout the company where mistakes and information are used as opportunities to learn and this learning is embedded by evolving processes and/or training.
- ★ Effectively line manages the Factory Manager, Technical Operations Manager, Trade Sales Estimators and Order Processor/Sales Administrator.
- ★ Sets clear expectations for performance, conduct and cooperation, and addresses concerns promptly, fairly and privately, with HR support where appropriate.
- ★ Holds regular one-to-ones and performance and development reviews; agreeing objectives, training and follow-up, and recognises good work.
- ★ Works collaboratively with the HR Manager to implement effective people management strategies, policies and procedures that support and enable the goals of the business to be achieved through its people.
- ★ Regularly walks the factory floor to establish and maintain a good ground level understanding of the factory, its employees and where improvements can be made.
- ★ Ensures the business is appropriately structured, resourced and trained to achieve day-to-day operational success.
- ★ Ensures company wide compliance with GDPR, reporting any unresolvable concerns to the Managing Director.
- ★ Maintains oversight of operational health and safety arrangements ensuring assigned responsibilities are being undertaken and appropriate risk controls are complied with, escalating concerns to the Managing Director.
- ★ Ensures that there are always appropriately trained staff present throughout the company to comply with Health & Safety requirements on a day-to-day basis. E.g. first aiders and fire marshals
- ★ Undertakes responsibilities as a trained Fire Marshall (see separate job description) for the company.

Person specification

	Essential	Desirable
Work-based competencies	• Excellent leadership and people management skills. • Excellent commercial judgement and confidence with numbers: able to interpret profit and loss information, pricing, margins and performance data and translate findings into effective business implementations. • Understanding of sales and customer service, including enquiry handling, quotation follow-up and the relationship between customer promises and operational capacity. • Evidence of improving processes, solving problems and ensuring agreed changes are implemented and sustained. • Aptitude for understanding technical data • Proficient in the use of a range of ICT • Strong organisation, prioritisation and follow-through; able to make decisions, delegate effectively and resolve competing demands. • Practical understanding of workplace health and safety, confidentiality and responsible handling of personal information; knows when to seek specialist advice. • Able to manage conflicts and solve problems effectively and positively. • Able to work collaboratively with other managers and advisers. • Able to interact and effectively manage a diverse range of people and personalities. • Excellent verbal and written communication skills	• A good understanding of the production process involved in aluminium frame fabrication or similar • Knowledge of LogiKal or similar estimating and production software.
Behavioural competencies	• Self-motivated and proactive • Innovative, naturally explores improved ways of doing things • Ethical and fair • Organised and logical	

	• Good attention to detail • Able to work effectively under pressure • Quality driven • Assertive • Approachable	
Qualifications & experience	• Proven leadership or senior management experience including the coordination of operational work, motivating and driving a team forward.	• Management experience in the manufacturing, building products or a related operational environment. • Management experience within an SME. • Experience of aluminium windows and doors, fenestration, trade customers or construction projects. • Relevant qualification in line management. • Relevant H&S training • Relevant GDPR training
Organisational fit	• Values candid communication and sees constructive feedback as an opportunity to learn.	
Special requirements	• Willing and able to work effectively in an open plan environment • Willing and able to wear safety equipment, if required.	• Full driving licence and at least 25 years of age, in order to drive appropriate company vehicles and for our company insurance purposes.