

JOB DESCRIPTION

JOB TITLE: General Manager	DEPARTMENT: Hanley Smith Limited
REPORTS TO: CEO	LOCATION: Harlow
JOB PURPOSE: Responsible to the CEO for the running of the Hanley Smith Limited aircraft component repair/overhaul business.	
MAIN RESPONSIBILITIES AND DUTIES: <ul style="list-style-type: none">□ Day to day leadership of and accountability for the company to ensure the business strategy is delivered by enabling and supporting all appropriate structures, people, systems and processes.□ Engage the Group CEO and Board, to highlight and implement strategies for the Hanley Smith business, including long term planning, produce and meet well-reasoned and robust business plans, including investment requirements.□ Delivering sales and revenue growth, including the development of the orders pipeline, developing brand awareness and promoting a responsive, customer focused approach to business management. To act as the most senior point of contact with customers, including major international firms in the aerospace sector.□ Responsible for producing responses to "Request For Quotes" (RFQ's), including pricing and turnaround delivery times (circa 500-600 quotes per year).□ Ensuring that customer's orders and contracts are fully met in accordance with the specification and are within the Scope of Approvals.□ Ensuring that each contract is commercially sound and that the requirements of the contract are carried out accordingly.□ Ownership of quality and delivery performance from the operation in conjunction with efficiency cost reductions, as well as pursuing initiatives that will better utilise the installed capacity.□ Assuming ultimate responsibility for the recruitment and management of the company's employees. To initiate workforce skills training programmes so as to ensure that staff capabilities meet future business needs and to lead any associated company restructuring that may be required.□ Creating a culture of engagement, involvement and continuous improvement and a "right first time" approach that drives effectiveness and efficiency. Additionally, to challenge existing practices, enhance workforce communication, identify projects that reduce costs and enhance product quality standards.□ Identification of opportunities for costs improvements, implementing consistent procedures to prevent the backlog of orders, improve performance and create an increased sense of urgency, pulling together people, systems and departments to enhance service to customers.□ Implementing the Quality, Environmental and Health and Safety policies within the organisation, and conducting a regular review of the organisational compliance with these policies, to secure a	

continuing system of improvement.

- Remaining conversant and aware of industry trends and all pertinent regulations affecting the business.
- Such other duties as required by the Company.

SKILLS AND EXPERIENCE

- A good all-rounder:- strong operationally focus coupled with leadership skills, staff management & development.
- Technically astute and product focused, with experience in production management and lean principles, preferably in an Aerospace and Defence environment.
- Strong understanding of the principles of “good customer service”; also experience of implementing robust procedures to identify customer needs, enhance quality, better understand capability and improve lead times.
- IT literate with highly developed planning and organisational skills. Knowledge of TracWare / AeroTrac is advantageous.
- Outstanding communication skills, able to ask probing and difficult questions, articulate views crisply and convincingly.
- High level of self-motivation combined with personal credibility, strong negotiation skills, professionalism and influencing skills.
- Able to identify and take action to improve business effectiveness by fundamentally reviewing the way things are done and bringing about changes that deliver better bottom-line performance.
- Capable of understanding the operational requirements and the cultural issues/needs of the individual business units.
- Possess the drive and have passion to influence those around you; be results orientated and a natural problem solver.

Hanley Smith Limited

A well-established company specialising in providing precision engineering support across the aviation industry, including airline operators and maintenance agencies. With 30+ years of trading history, the business has achieved organic growth, cultivating a reputation for innovation and expertise within its industry.

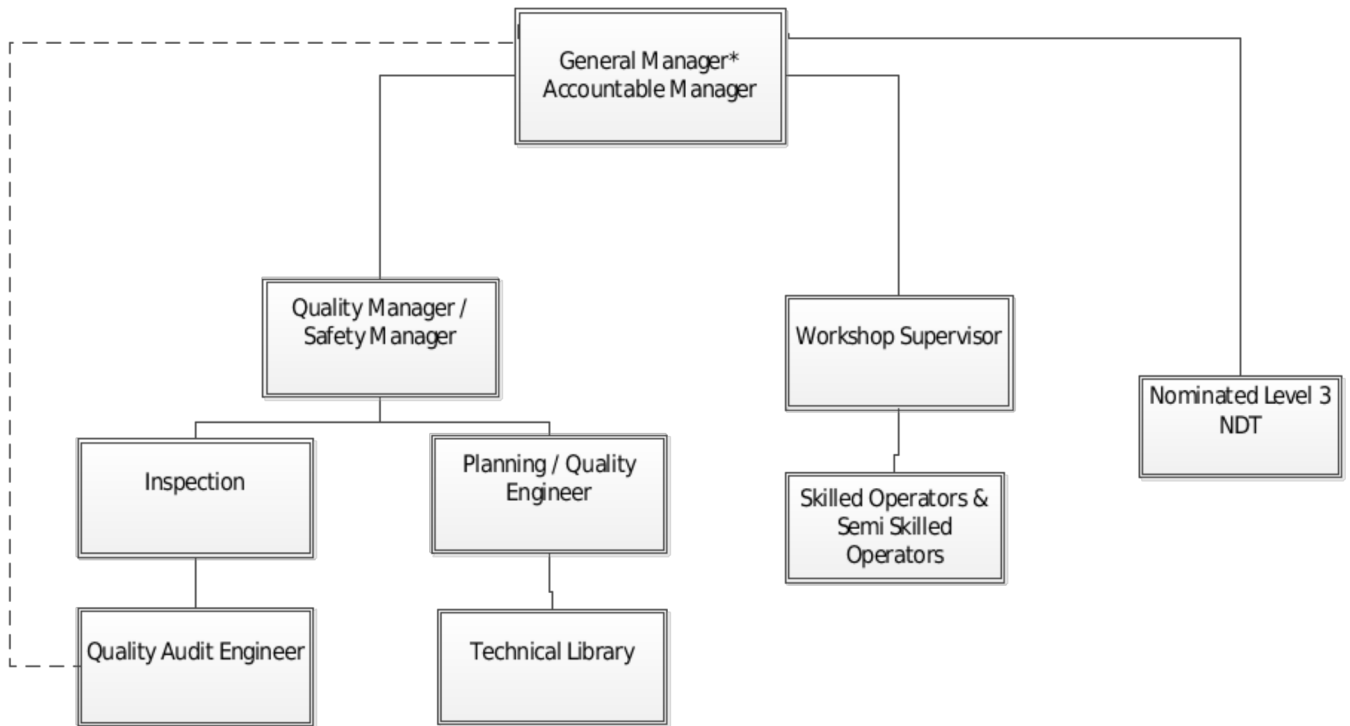
The company has successfully developed a solid client base of leading companies across the aerospace sector, including major airlines and global aircraft component specialists. The business also benefits from a wide range of customer and industry accreditations, including CAA, TCCA and FAA approvals and ISO 9001 accreditation.

The range of services delivered cover aviation services, precision engineering and ground support.

Aviation Services includes full aircraft component repair and overhaul service for a wide range of aircraft parts, including undercarriage, wheel and brake services, acrylic window refurbishment and airframe repairs. Precision engineering includes inspection and testing of aircraft components.

Web address: www.hanleysmith.co.uk

Hanley Smith Limited Management Organisation Chart



- Direct Line of Responsibility
- - - - - Line of communication on Quality Matters