

## **Branch Manager**

AIC – Cardiff

Springmeadow Road, Rumney, Cardiff CF3 2GA

**Salary:** Competitive

**Profit Related Pay**

**Bonus Scheme**

**Hours of work:** 9.00 am to 5.00 pm Monday to Friday

**Company Benefits:** Auto Enrol Pension Scheme, 23 days holiday plus statutory, Life Insurance, Employee Assistance Programme, on-site Parking, Holiday Purchase Scheme, Car Purchase Scheme.

The Adaptations Installation Company is part of a multi-site business serving the disability and mobility sectors.

We are a family-run company, whose steady expansion has been built on the excellent customer service our staff give to our customers.

We operate in a very niche and rewarding industry, making independent mobility accessible to all by adapting vehicles to each customer's individual needs. With a list of over two hundred adaptations no two days are the same!

We have an exciting opportunity for a Branch Manager for our Cardiff branch, leading and mentoring a small team of experienced and dedicated colleagues, you will coordinate the daily smooth running of the branch and drive it to even greater success, whilst ensuring the branch is compliant with policies and procedures.

The Branch Manager is fully accountable for the day-to-day operational and commercial performance of the branch. This role owns revenue delivery, P&L performance, workshop utilisation, diary control, and dealer development, ensuring the branch operates efficiently, profitably, and with a strong customer focus.

Working closely with the Service & Installation Coordinator and Workshop Manager, the Branch Manager will take full control of resources, drive sales through Motability and retail channels, strengthen car dealer relationships, and act as the primary point of contact for WAV converters and key customers.

This is a hands-on leadership role, requiring commercial awareness, operational discipline, and proactive engagement with internal teams and external partners.

### **Main Duties:-**

- Take full responsibility for the day-to-day running of the branch, ensuring smooth, efficient operations
- Ensure all processes support safe, compliant, and high-quality vehicle adaptation installations
- Work closely with the Workshop Manager to ensure resources, engineers, and facilities are fully utilised
- Maintain high standards of customer service across all touchpoints
- Full ownership of branch P&L, including revenue, cost control, and profitability
- Take control of branch revenue and ensure budgets and targets are achieved or exceeded
- Ensure maximum workshop utilisation through effective diary planning and job scheduling
- Lead the development and growth of car dealer relationships within the branch territory. Including regular dealer partner visits to grow relationships & revenue.
- Provide clear leadership and direction to branch teams
- Work collaboratively with the Workshop Manager to align operational delivery with commercial goals
- Set clear expectations, hold people accountable, and support performance improvement

### **In order to be successful in this role you must have:**

- Customer-focused with a professional and empathetic approach
- Strong attention to detail and commitment to quality
- Calm under pressure with a problem-solving mindset
- Strong leadership skills

- Good communicator
- Automotive industry experience
- Excellent decision making skills
- Highly motivated and can enthuse others
- Adept planning and organising
- Integrity

Training on company internal systems will be provided to ensure a successful start in your career with the business.