

General Manager

**Hague Dental Supplies Ltd**

Horsham (RH12), West Sussex – with some travel  
£70,000 per annum + bonus, based on experience.

In support of the management and ongoing development of the company, Hague Dental is seeking an experienced General Manager based in Horsham.

Hague Dental sells, installs, repairs and services non disposable dental products (chairs, x-rays etc). It also specialises in providing turnkey services for dentists wishing to design, build and fit out a new dental practice. The company has an excellent reputation and has won numerous awards.

An exciting opportunity exists to take the company to the next level by expanding on its current services by taking the company into new markets with similar characteristics.

**Job Purpose**

To effectively co-ordinate all activities in the company including day to day operations, growth, and development of the business, reporting to the Board of Directors.

To help lead the executive team comprising of Director of Operations, Director of Finance and Director of Sales. To proactively manage the needs of the clients and staff, and continuously improve the service we provide to clients and staff.

**The Role**

**Business Development**

- Build the Hague brand within the industry as the go-to provider of quality dental services.
- Develop new and enhance existing revenue streams. Focus on building recurring revenue over time.
- Expand geographic coverage of services.
- Potentially expand into new sectors.

**People**

- Recruit, train, manage, and motivate a high performing team of staff focused on the needs of clients and engineers.
- Focus on recruitment and retention of dental engineers to match business growth.
- Invest in talent and in the training and development of your people.
- Define clear roles and responsibilities, providing feedback and guidance to improve efficiency and effectiveness

## **Business Operations**

- Implement the business strategy (current as of July 2022)
- Drive high-margin selling and growth mentality throughout the business.
- Take full responsibility for the day-to-day operations.
- Agree objectives for meeting business performance targets and continually review.
- Deliver on budget targets (current as of July 22).
- Organise and co-ordinate operations in a way to ensure maximum productivity.
- Gather, analyse, and interpret key reports to ensure that business is achieving maximum productivity.
- Integrate any future bolt-on acquisitions.

## **Quality**

- Measure the client and staff experience and strive to continually improve through delivery of staff and engineer journey.
- Ensure that the business has adequate and suitable resources to carry out operational activities
- Continually update job knowledge through participating in opportunities, reading professional publications, maintaining personal and professional networks to continually add value to your accomplishments.

## **Legal and Finance**

- Ensure successful operation of all policies, processes, procedures, and systems and implement a culture of best practice.
- Provide monthly activity report against targets to the board.
- Robust financial management.
- Manage the process of the development of annual plans, reports, budgets, and targets.
- Carry out any other duties deemed necessary for the successful operation of the business.
- Ensure compliance with Equality, Diversity and Equal Opportunities Policy, in respect of employment and service delivery.

## **Essential Criteria**

- Able to lead a range of employees from entry level to Director.
- Proven track record in the management of day-to-day operations within a fast moving, commercial business environment at a senior level.
- Demonstrable experience of the development and implementation of effective and efficient office systems.
- Proven track record in business development and growing market share.
- Experience of managing budgets and analysis of statistical data.
- Demonstrable experience of managing and motivating of a team within a fluid working environment.

- Experience of operating within a pressured environment whilst maintaining a professional and calm working environment.
- Proven track record in successfully developing, maintaining, and leveraging strong relationships within your sector.
- Strong commercial business awareness.
- Excellent written and verbal communication skills.
- Ability to engage effectively with a range of stakeholders, both from within and outside of the business.
- Good planning and organisation skills – highly numerate with a keen eye for detail and a passion for accuracy.
- Understanding of business finance and accounts.
- Ability to adapt to change easily and utilise your skills to encourage and motivate a diverse team through a fluid working environment.
- Ability to negotiate to ensure positive outcomes for the business.
- Must have full driving license.

Please email your CV and Cover letter to [mahdi@haguedental.com](mailto:mahdi@haguedental.com)

Screening questions – must be able to answer Yes to all 3 questions:

1. Do you have the right to live and work in the UK?
2. Do you have a valid driver's license?
3. Are you comfortable commuting to this job's location?