

Small Works Manager

Location	Droitwich, WR9 0NS (FCF HQ), office based
Reports to	Projects Director, with day-to-day reporting to the Senior Head of Reactive Maintenance
Works with	Customers, installers, subcontractors, suppliers, Finance and the Project Managers
Contract	Full time, permanent
Hours	08:00 to 17:00, Monday to Friday, plus out-of-hours cover when jobs need it
Salary	£30,000–£45,000 (DOE)

About Falcon Contract Flooring

Falcon Contract Flooring is a family-run flooring contractor and one of the top 10 contract flooring companies in the UK. We started in 1984 with two people and a van, serving the local area around Birmingham. Today we have over 30 office staff and 100 installers working nationwide for clients including Whitbread, Travelodge, Marriott and BMI Healthcare. In 2024 we outgrew Bromsgrove and moved to our HQ in Cutnall Green, Droitwich.

This is not a quiet desk job. Small works are fast, reactive and relentless. Hotels, hospitals and restaurants can't close while we work, so jobs run at night, early in the morning and at weekends. Plans change at the last minute, installers need to be in the right place with the right materials, and customers want answers now. It's busy, it's demanding and some days it's brutal.

The role

You'll run our small works section end to end. Our Project Managers manage the job itself; you own every part of small works: the quote, the job set-up, the materials, the scheduling, the delivery and the invoice. Every job is planned, communicated and properly closed down, including the short-notice and reactive ones, and you'll be juggling lots of live jobs at once without leaving anything hanging.

Office hours are 08:00 to 17:00, but the work doesn't stop at five. When jobs run overnight, early or at weekends, you make sure they're covered and you're there when it matters.

Flooring or construction experience helps, but it isn't essential. Drive, organisation and a strong track record in coordination, scheduling or operations matter more. This is a role for someone who wants to achieve something and push their career forward, with a real route into broader operations and senior management.

The real challenge

Small works don't wait. We need someone who will:

- Keep lots of jobs moving at once without dropping a single one
- Own the numbers: quote it, order it, invoice it, and make sure nothing is missed
- Make sure night, early-morning and weekend jobs are covered: the right installer, the right materials, the right access

Falcon Contract Flooring Sales Ltd

FCF HQ: Unit 101 Potter Space | Kidderminster Road | Cutnall Green | Droitwich | WR9 0NS

Tel: 01527 919-988 Email: Sayhello@falconcontractflooring.com

Company Number: 04854590 VAT Number: 660 8076 31



- Chase what's missing until it's done: timesheets, photos, variations and sign-offs
- Stay calm and get it sorted when a job changes late in the day for an early start
- Own it. If something goes wrong, fix it, learn from it and make sure it doesn't happen twice

If you want a quiet nine-to-five, this isn't it. If you're all in, you'll do well here.

What you'll be responsible for

Small works from start to finish

- Manage small works enquiries and instructions from receipt through to completion
- Set up every new job in the CRM, with all the information needed before work is planned
- Keep the small works programme accurate and up to date
- Monitor progress, chase outstanding actions and close jobs properly in the CRM

Scheduling and installers

- Allocate and schedule installers and subcontractors, keeping travel and downtime to a minimum
- Coordinate short-notice, reactive and out-of-hours works
- Manage schedule changes and communicate them promptly
- Confirm attendance and completion, and chase timesheets, photographs and paperwork

Customers and communication

- Be the main office contact for small works customers
- Confirm requirements, dates and access arrangements, and keep customers updated
- Keep information flowing between customers, Project Managers, installers and subcontractors

Quoting, procurement and invoicing

- Price and produce your own small works quotations
- Order the materials for your jobs and make sure they arrive on time, in the right place
- Record variations and make sure they're approved internally before work goes ahead
- Raise invoices for completed works and variations, working with Finance

CRM, reporting and quality

- Keep job records, statuses, costs and documents accurate in our CRM
- Produce regular reports on small works activity and performance
- Record customer feedback, issues and remedial work, and make sure they're followed through
- Make sure quality, health and safety and compliance procedures are followed



Improvement

- Spot ways to make the small works process faster and more reliable
- Build checklists, templates and standard processes where they're needed
- Help bring in new technology and systems, working with the Projects Director

How we'll measure success

We'll judge you on the basics, done right every day:

- Every job is covered, including nights, early mornings and weekends
- Jobs are completed within agreed timescales
- Customers get quick, clear responses
- CRM records are accurate and complete
- Outstanding actions are few, and none are left to age
- Schedules are efficient, with minimal wasted travel or downtime
- Quotes, orders and invoices are accurate and go out on time
- Fewer admin errors, and good feedback from customers and the team

What we're looking for

Essential

- An all-in attitude: driven, reliable and ready to own the outcome
- Strong organisational skills and excellent attention to detail
- Able to manage lots of jobs and changing priorities at once, under pressure
- Strong written and verbal communication
- Good IT skills and confident using a CRM and other computer systems
- Confident with numbers: pricing work, ordering materials and invoicing
- Willing to be flexible when jobs run out of hours

Desirable

- Experience in flooring, construction, facilities management or a similar industry
- Experience in operations, scheduling, coordination or contract administration
- Experience coordinating subcontractors or field-based teams
- Experience of quoting, procurement or invoicing

What you get

- £30,000–£45,000 salary, depending on experience
- 20 days holiday plus bank holidays
- Your birthday off, paid
- Pension (4% employer contribution)
- Death in Service (4 x salary)
- Income Protection: after 6 months' service, 80% of basic salary covered if you're off sick or injured for more than 13 weeks
- Grand Plan team bonus from day one: hit team targets and unlock 2–5% a month
- Winner of the Week (£50 voucher) and a Fat Friday team lunch every month
- Ongoing training, and a real route into broader operations and senior management

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Who we are

Our purpose: We Give a Shit!

Our two rules:

1. Give a shit!
2. Refer to rule number one!

Our mission: To build a great business.

Our values:

- **We care.** About each other, our business, our environment, our community and our customers. They're the heart of the Falcon family.
- **We take ownership and give freedom to succeed.** You'll make great things happen and own the outcome.
- **We win, learn and celebrate together.** Learn from mistakes, and celebrate success as an individual and as a team.

How to apply

Apply using the form on our website, or email your CV to sayhello@falconcontractflooring.com.

Falcon Contract Flooring is an equal opportunities employer. We welcome applications from everyone and make hiring decisions based on skills, experience and fit with the role.

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