



Acrylic Department Manager

The acrylic department at Phoenix is the largest department employing 20 staff.

The nature of work makes managing work flows quite complex because most work will require several stages. There are a good mixture of staff at different levels of ability, productivity and commitment.

Below is a list, probably not exhaustive, of some of the skills and an explanation of what is required. Depending on your own experience and previous work place it will be unlikely you have been exposed to all. It is better to recognise and evaluate your own ability in each field and recognise where more support might be necessary.

Not in any order!

- 1.** Organisation – a key element in this role. Being punctual, personally and prioritising the myriad of issues so they are dealt with in a timely order. It is important not to just plan your day but have a sense of week and even month as well.
- 2.** Lead by example – your work ethic and commitment is infectious and will determine the ethos and ‘mood’ of the department. Be professional, positive, hard working, conscientious, courteous and fair.
- 3.** Good communication – with your team and your other colleagues and your clients both by phone, in person and in writing.
- 4.** Working under pressure – time, quality, work flow, accuracy – managing all these is the work of a good juggler!
- 5.** Delegation – every manager’s saviour, if used effectively. Who can you trust with different responsibilities, which you can delegate without losing control; it can be a difficult call.
- 6.** People skills – getting the best from your team, knowing strengths and weaknesses, allowing independence yet knowing when people need support. Fairness, constancy, empathy, professionalism.
- 7.** Make your mark – your style will be an amalgamation of experience and knowledge, but more importantly it will be your style. Phoenix has its own ethos and you will add to it.

