

Installation Performance and MI Manager

Description

Installation Performance and MI Manager

Location: Head Office, Redditch

Salary: £40,000 per annum

Reporting to: Operations Director

About the Role

We are looking for an experienced and highly organised **Installation Performance and MI Manager** to join our client's team at their Redditch Head Office. This is a key operational role, providing performance insight, compliance oversight and administrative support to ensure the installation function runs efficiently and to a high standard.

The successful candidate will play a vital role in supporting Project Managers (PMs) and contractors through data analysis, reporting, compliance monitoring and systems support, while helping to maintain excellent customer service, quality and health & safety standards across the installation journey.

Key Responsibilities

Performance Monitoring & Analysis

- Collect, analyse and report on Project Manager performance metrics, including remedials, surveys and PM activity
- Track and evaluate fitter performance, identifying trends and areas of concern
- Produce actionable, data-driven insights to improve operational efficiency and quality

Recruitment & Compliance

- Ensure Project Managers follow the established recruitment process for new contractors
- Monitor ongoing contractor compliance (e.g. insurance, certifications) and take proactive action to prevent non-compliance

Administrative & Event Support

- Prepare reports and presentation materials for Project Manager meetings
- Provide scheduling and administrative support to the Director of Installations, including PM diary management

Training & Systems Support

- Support the rollout of training for Project Managers
- Assist with updates and effective use of Salesforce and ArtCAD systems

Hiring organization

Elliott Recruitment

Employment Type

Full-time

Duration of employment

Permanent

Job Location

Redditch

Base Salary

£ 40000

Date posted

27th December 2025

Health & Safety

- Support the Operations Director in ensuring health & safety standards are consistently upheld across PMs and fitters

We are looking for an analytical and data-driven individual with a desire to progress. You will have strong technical knowledge of Salesforce with the ability to develop and maintain MI Salesforce reporting. You will be a confident Excel user with an ability to manipulate data into meaningful information. You will have excellent communication skills with the ability to build relationships with people at all levels, and you will be highly organised with the ability to manage multiple tasks effectively. You will also be able to step into leadership roles when required.

This is an office-based role working Monday to Friday 9am to 5pm. My client offers a competitive salary of £40k plus enhanced holidays.

If you have the skills and experience for this role please apply online ASAP as January interviews are available.