



MURDOCK

BUILDERS MERCHANTS

Murdock Builders Merchants is a family-owned business with 18 locations across Northern Ireland and the Greater Dublin region. With over 400 employees we are recognised as a leading Company in our industry and supply general and specialist building materials, timber, and hardware to the construction trade, the DIY sector and the general public. We value both our customers and our employees and our business is built on offering consistently excellent customer service by well-trained and knowledgeable staff. We have also acquired Brooks Timber and Building Supplies in South of Ireland who have 10 branches located throughout Southern Ireland. Currently we are recruiting a Branch Manager for our Lisburn branch.

Branch Manager

Lisburn

The postholder will be responsible for leadership of the branch to include sales and margin improvement, overseeing operations and systems support focusing on revenue generation to achieve profit and margin targets.

Overview of role:

1. Reporting to the Regional Director.
2. To ensure the safety and wellbeing of all staff within the branch.
3. Is responsible for the daily functions of the Branch, to include Sales and Operations.
4. To ensure all customer needs are met and carried out efficiently and effectively in accordance with Company ethos and policy.
5. To foster and practice the Company principle of excellent customer service at all times.
6. To be instrumental in developing the branch to achieve branch revenue and sales goals.
7. To ensure good communication both internally and externally.

Responsibilities:

Sales Management

- Branch Staff Management to achieve the highest quality customer experience through a joined-up approach with both Sales and Operational Teams.
- Achieve sales and Gross Profit (GP) targets by dealing professionally and promptly with all customer types.
- Work closely with the Regional Director to assist in driving the development of the Branch
- Improve the performance of the Branch across a number of key performance measures.
- Ensure that standards are met for customer service excellence and experience.
- Ensure that the sales teams provide a professional, friendly and enthusiastic customer service experience, in person and via telephone/emails/WhatsApp
- Build up and maintain good working relationships with customers and suppliers through calls & visits
- Effective liaison with external sales representatives regarding customer enquiries/orders/credit limits and their targets
- Quotation Management – ensure procedures are followed fully and effectively as per MBM Procedures.
- Maintain effective lines of communication with all staff, colleagues and departments to ensure excellent customer service.
- To be knowledgeable in all aspects of the Company's products ranges and to continuously update such knowledge or to request training in such areas as needed.

- To be proficient in operating the computer software relevant to the position.
- Participate in Trade Shows and other “outside hours” work as and when required.

Margin Management

- Achieve the best margins through clear understanding of Product/Customer Pricing Structures
- Good understanding of local market intelligence to ensure correct lines of communication to relay critical market information to the Category Management Team.
- Achieve the best margin possible through good customer service, knowing your customers and product ranges we can offer.
- Sell as wide a range of products as you can to every customer.
- Managing Branch Processes & Procedures to eliminate stock shrinkage, damages and administrative errors.

Finance

- Liaise with Credit Controller on timely collections of due balances
- Ensure branch operates in line with the Annual Branch Business Plan (Budget)
- Control of Branch Overheads as part of P&L involvement

Staff Development

- Overall responsibility for ensuring adherence to Health & Safety Standards and procedures
- Accountability for ensuring the health & safety and wellbeing of branch staff
- Ensure staff are valued, well trained and knowledgeable within their roles in accordance with MBM Training Programmes with strong emphasis on our Customer Service.
- Build solid working relationships with staff, encouraging their continuous development thereby establishing strong key employee retention, development and succession.
- Generate a culture of continued improvement through performance coaching and leading by example in terms of commitment, enthusiasm and drive.
- To make yourself familiar with and carry out your employee responsibilities as outlined in Company Policies and Procedures at all times, including the Health & Safety Policy and the Equal Opportunities Policy.
- Ensuring that all policies, procedures and controls are followed at all times.
- To participate fully in all training and personal development initiatives as required by the Company.
- To perform any other duties as and when required by Management.

Stock Management

- Working in conjunction with the yard/shop stock controllers ensuring stock ranges and quantities are maintained at agreed levels and slow-moving stock levels is a key priority.
- Stock Metrics – measure, manage and reporting in conjunction with MBM Procedures.
- All stock must be ordered as per MBM Procedures eg, Timber Ordering Process in line with Group Procedures.
- Maintaining a clean, well-organised and properly merchandised store at all times.
- Control and organisation of Branch Stock Takes
- Ensure stock profile is adequate to service your local customers and their projects.
- Ability to utilise and interrogate stock system information.
- Minimise Stock Leakage through effective control of theft, damages and returns policy (attention to detail)

Branch Layout/Logistics & Transport

- Ownership of Branch Business Plan which includes Branch Layouts and Logistics & Transport
- Health & Safety linked to Infrastructure and Logistics & Transport
- Responsible for site facilities, repairs and maintenance
- Ensure Branch layout, signage and labelling is correct in accordance with MBM Standards.
- Fleet Management & Haulage
- Ensure compliance of all Company Policies & Procedures within the Operations and Driving.

Criteria:

- **Experience** – Previous Management experience for at least 5 years essential
- **Industry Knowledge** - Deep understanding of building materials and the construction trade.
- **Commercial Acumen** - Ability to manage budgets, analyse sales data, and make informed financial decisions.
- **Leadership & Communication** - Strong interpersonal skills to lead teams, engage with customers, and collaborate with suppliers.
- **Problem-Solving & Adaptability** - Capable of addressing operational challenges and adapting to market changes.
- **Health & Safety Compliance** - Ensuring adherence to safety regulations and maintaining a secure working environment.

Benefits:

- Attractive package offered
- Company Pension Scheme
- Opportunity for Excellent Career
- Staff Discount
- Westfield Healthcare Scheme (after 6 month's completion of successful probationary period)
- Long Service Leave and Recognition

Closing date: Friday 23rd October 2026

To apply please:

Email CV to: MRice@mbm.ie

Download application form from www.murdockbuildersmerchants.com

Murdock Builders Merchants is an Equal Opportunities Employer and welcomes applications from all sections of the Community