

The billing manager's leadership 5 a day

Contributed by Fiona Lander

A huge challenge for recruitment managers is that they not only have to lead a team but continue to bill as before. Here are our 5 recommendations for billing managers. What you can be doing, on a day to day basis, to succeed in this demanding role:

- Manage your teams expectations – they will expect you to have all the answers no matter how new you are to the role. Try not to give them all the answers, tempting though it may be. Get them thinking too and create an environment that allows them to ‘have a go’ and coach them to help them learn from their failures, as well as their successes.
- Encourage them to take responsibility – as well as training your team in the right skills and knowledge, encourage them to be accountable and gradually take responsibility for their own actions. If you don’t, they will be too reliant on you and this can cause bottle necks and stunt their [professional] growth.
- Manage your boss's expectations - talk to your boss, offer regular progress updates and don’t hesitate to ask for their help as and when you need it – it's their job to support you. Try to work their way but willingly contribute your ideas.
- Organise yourself - contrary to popular belief, great leaders are not available 24/7. Make sure you protect some time in the morning and afternoon each day, when your priority is client and candidate tasks on your own desk. Interruptions should only be for an emergency – and don’t forget to agree what constitutes an emergency up front, as what's business critical to them may be different to what's business critical to you!
- Lead by example - don’t forget your team will begin to emulate your best practices [and your worst] so make sure that you are setting the right example.

By Lander Associates

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