

Job title:	Managing Contract Engineer
Department:	Aftermarket
Reports to:	Commercial Manager
Responsible for:	Contract staff / personnel
Location:	Hertsmere
Hours of Work:	45 hpw, 9 hours per day between 05:30 and 17:30 Monday to Friday
Closing date:	

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. All employees of our organisation are asked to represent our core values in all their business dealings, and candidates are required to demonstrate their understanding and commitment to representing these values. Our core values are Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

To plan and manage the day to day operation safely, delivering outstanding customer service through high levels of communication both internally and externally. Key tasks of the role include:

- Customer Service
- Operational Effectiveness
- Stores and Parts Management
- Management and Welfare of staff
- Administration
- Quality & Customer Satisfaction
- Housekeeping
- Health and Safety
- Quality & Environmental Responsibilities

Main Duties and Responsibilities:

Customer Service

- Innovate and deliver 'best in sector' levels of customer service.
- Employ an entrepreneurial approach seeking opportunities for Kensington.
- Manage key performance indicators.
- Accepts responsibility for the centre and ownership for making and managing local decisions and change and complying with the contract requirements.
- To establish effective close relationships with the Suez staff.
- To provide to the Management team on a weekly/monthly basis status reports on vehicles in repair, including target completion versus actual output completion.
- To ensure yourself or members of the team communicate with customers effectively providing a regular status reports on state of repair.
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Operational Effectiveness

- Identifies opportunities for continual cost savings and efficiencies with recommended actions – labour utilization. & parts spend. Continuous improvement.
- Ensure all activities comply with company policy and procedures.
- Ensure workshop practices are constantly reviewed / revised to achieve optimum levels of service.
- Generates a “team” environment where staff help each other and recognise that they individually have a responsibility.
- Accepts accountability for the performance of the contract/operation and the growth and contribution of the team.
- To maintain effective communication on all aspects of the contract ensuring effective liaison with staff & Customers with regards to product support

Stores and Parts Management

- Control all aspects of site stock.
- Be responsible for ordering and signing parts when delivered.
- Be responsible for parts booking, and all returns.
- Ensure stores housekeeping is maintained to the required standard.
- Ensure stock checks are to schedule.

Management and Welfare of Staff

- Ensure self and staff operate in line with company policies/procedures and best practice.
- Ensure the training needs of all staff are regularly identified against the required job competencies and documented during the Personal Development Reviews, construct a plan to satisfy the requirement.
- Regularly provides feedback on staff performance, highlighting issues albeit individual or collective.
- All staff have performance goals in place linked to the contract.
- Actively support all staff recognising them for their efforts.
- Ensure all staff activities are supported by sound administration documentation.
- Ensure all Staff understand and embrace the Core values that Dennis Eagle promote.

Administration

- Manage on a day-to-day basis all administration functions for the Kensington contract.
- Ensure all timesheets and job sheets are correct and punctual.
- Manage all staff administration with regards to holidays, sickness and training.
- Ensure that all order numbers and receipts comply with DE policies.
- Ensure documentation is recorded correctly for compliance, pat testing and calibration.
- Embrace and introduce new fleet system.
- Ensure staff inductions and interview documentation complies with company policy.

Quality and Customer Satisfaction

- General compliance with Company procedures in support of our ISO9001 accreditation
- Maintain quality of work at all times within ability and skill set.
- Request assistance when task is outside ability, skill level or training experience.
- Ensure repairs are completed to customers’ requirements.
- Customer care – use all reasonable endeavours to provide the best possible service to our customers.

Housekeeping

- Manage on a day-to-day basis all functions relating to housekeeping for the Hertsmere contract.
- Ensure a safe, clean and efficient workshop is always maintained.
- Ensure all oils and flammables are stored correctly and levels are monitored.

Health & Safety

- Ensure that all daily duties are carried out in accordance with Company published H&S procedures
- Risk assess work and ensure safe working practices are being carried out at all times.
- Actively encourage and use the appropriate Personal Protective Equipment (PPE) at all times and ensure that it is serviceable or replaced.
- Highlight possible areas of risk and assist/report any potential hazards.
- Complete or assist with regular H & S Audits.

Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

Dennis Eagle Ltd is an equal opportunities employer and we welcome applications from all candidates.

If you have any queries or would like to apply for the role, please contact Alice Walden alice.walden@dennis-eagle.co.uk

Criteria	Essential / Desirable
Knowledge	
• Good Knowledge and experience of commercial vehicle repair and servicing.	E
• A good understanding of compliance.	D
• Knowledge of ISO compliance	D
• Maintenance and repair of RCV's.	D
• Run A Vehicle Workshop	D
• A understanding of DVLA rules & standards	D
Experience	
• Previous experience managing staff.	E
• Experience of managing Job cards & Parts	E
• Previous experience in a similar role	D
Education / Qualifications	
• Formal Heavy vehicle qualification. C & G	E
• Current LGV licence.	D
Job-related skills & abilities	
• Good people skills.	E
• Customer care.	E
• Ability to communicate with others effectively	E
• Ability to work on own initiative.	E
• Ability to motivate a team.	E
• Administration skills.	E
• IT and Microsoft Office skills.	E
• Adaptable.	E
• Well organised.	E
• Good customer relation skills.	E
• Ability to be flexible to suit contract requirements	E
Other requirements	

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____ Employee signature _____ Date _____

Manager name _____ Manager signature _____ Date _____

