DENNIS EAGLE
A TERBERG ENVIRONMENTAL COMPANY

Job title:	Managing Contract Engineer
Department:	Aftermarket
Reports to:	Dan Cole
Responsible for:	Day to Day running of the Wandsworth Contract
Location:	Wandsworth
Hours of Work:	45
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:

Deliver excellent customer service and management of a small team whilst delivering operational effectiveness along health and safety and quality and environment responsibility.

Main Duties and Responsibilities:

Ensure repairs and servicing is conducted to a high standard (VOSA Standards)..
Preparation of vehicles for MOT (Carry out quality Checks).
Compliance with Department of Transport specifications when appropriate.
Ensure jobs are completed in a timely and efficient manner, ensuing any additional work that is required is identified and completed.
Enter all appropriate information is entered into DE computer systems.
Ensure jobs are completed to company standards and instructions.
Effectively control and supervise colleagues including holidays and sickness.
Ensure vehicle maintenance is conducted as per schedule
Carry out Body and chassis repairs as necessary.
Maintain regular communication with customers in a professional manner.
Maintain good house keeping practices at customer premises and in DE workshops.
Ensure authorisation is obtained for any chargeable prior to work being undertaken and quotation builder used if required.
Carry out any reasonable request by Management.

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.

We are a **Living Wage** Employer

INVESTORS IN PEOPLE
We invest in people

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	
• *Excellent Knowledge and experience of commercial vehicle service and repairs*	E
• *Understanding of RCV's Body, Binlift and Chassis*	D
• *Previous experience in managing staff*	D
• *A good understanding of H&S and Vehicle compliance*	E
• *Experience of workshop administration including parts*	D
Experience	
• *Trained and certified to work on Electric and/or Hybrid vehicles*	D
• *Parts identification and ordering EPC or similar*	D
• *Repair and Maintain HGV within the last 5 years*	E
• *Provide resolution to DVSA standard for defects identified*	E
Education / Qualifications	
• *Formal Heavy Vehicle Qualification C&G / NVQ or Equivalent*	E
• *Current Car Licence*	E
• *Current HGV Licence*	E
Job-related skills & abilities	
• *Excellent People Skills and personable at all times*	E
• *Ability to provide up to date vehicle status for client and DE*	E
• *Proven Communication and Customer service skills*	E
• *Ability to motivate yourself and a small team*	E
• *Good Administration skills using a DMS, excel or Outlook*	D
• *Ability to work on own initiative*	E
Other requirements	
• *Adaptable and Reliable*	E
• *Well Organised*	E
• *Willingness to learn new skills and adopt change*	E
• *Ability to work well under pressure at times*	E
• *Ability to be Flexible with regards to work times to suit contract requirements*	E

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 _____