

JOB SUMMARY

Job Title: Service Manager
Reports to: Depot Manager
Location: Doncaster

JOB PURPOSE:

To provide an excellent customer experience through well-developed and motivated colleagues

STATEMENT OF ACCOUNTABILITIES:

- To create a culture in line with Impact values through effective leadership, development and management of a team.
- To deliver a quality field-based customer experience to both local and national customers.
- Maximise the productivity of the operations function through motivation and development of the customer support teams, by doing regular performance reviews and identifying training requirements.
- To maintain the assets during the time on contract to an agreed standard to enable maximisation of the value of the asset at the end of its contract.
- Improve profitability by increasing the productivity of the engineer workforce through the reduction of hours spent on fleet equipment and the promotion of sales on customer own trucks.
- Ensure full compliance with health, safety and quality regulations for both field and business-based colleagues.
- Take part in business development projects as required.

CORE ACTIVITIES:

- Fleet spend / Parts Authorisation
- Ensure PM schedules are issued to engineers, monitor PM Performance and ensure none are significantly overdue (+4 weeks' maximum).
- Ensure all financial targets are achieved
- Ensure Recoverable hours are achieved on a daily basis.
- Technical support
- Identify training requirements/Recommendations
- Identify tooling/Equipment needs, liaise with Depot Manager to arrange.
- Van cleanliness/Damage reports
- Inspection & accuracy of Job Sheets

- Support Coordinators – Monitor diaries/workload
- Responsible for 24hr callout facility
- Oversee Engineers activity
- Key-holder – security of premises
- To ensure LTR/STR fleet are maintained within budget for both labour and parts
- Liaise with Parts Department to ensure that parts are obtained within acceptable timescales and that parts authorisation procedure is adhered to.
- Ensure that Job Sheets are completed to company standards and that times/information is accurate
- Ensure that Timesheet & Job-sheet Audit Procedure is strictly adhered to
- Ensure that all Daily, Weekly & Monthly reports are completed on a timely basis
- Oversee preparation of customer estimates for all chargeable repairs, including where necessary visiting customers to discuss estimates.
- Oversee/Monitor all off-hire inspections are carried out and any damage agreed with the customer prior to the truck being collected.

PERSONNEL / COMMUNICATION

- To manage/supervise, motivate and lead the Service Team
- Carry out Service Team appraisals / 1-2-1's
- Carry out Service Team Communication meetings.
- Provide leadership and direction to the Service team
- Recruitment & Retention of staff
- Staff appraisals upon anniversary of start date, and development of the team
- Sickness Monitoring & Return to work interviews
- In conjunction with external advisors and internal HR ensure compliance with company and legislation regarding Disciplinary/Grievance procedures

QUALITY:

- Health & Safety Representation & Administration
- On site random quality checks on equipment

MEASUREMENTS:

- Excess Hour Monitor
- Submission of operations reports weekly/monthly
- Monthly check on rate increases Suppliers/Competitors
- Budgeting/Forecasting/Planning
- Overtime spend

SERVICE OPERATION:

- Control of Fleet/MO/A.I.M contracts
- Customer Satisfaction including:
 - Complaints & Documentation (ISO 9002 procedures)
 - Liaise with Sales Department
 - Quality/Professionalism/Standards
- Attend Service Managers meetings
- Advising on S.C.A rates & Annual Reviews
- Carry out economic check against major repair costs V's replacement machine - seek advice

GENERAL HOUSEKEEPING AND HEALTH & SAFETY

- a) To ensure that the premises comply with appropriate legislation and Company policy and are well maintained and presentable. By personal involvement, standard setting and monitoring, ensure that the highest practicable standards of housekeeping are established and maintained for all areas under your control, i.e. Service Offices, customer sites and all service vehicles.
- b) In conjunction with Company Health & Safety Rep and external Health & Safety Manager ensure Company and Legislative Health & Safety Conduct requirements are met and adhered to. Conduct regular safety audits. Ensure Health & Safety Reps, First Aider's and Fire Wardens are appointed and have the necessary training.
- c) To establish and maintain adequate safety and security procedures to protect depot property, vans, equipment and personnel.
- d) To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability.

Key Experience/Competencies

Experience:

- Management experience in a customer service or operations business
- Management of skilled mobile resources
- Management of multi-tasked teams
- Colleague leadership and development

Competencies:

- **Leadership**
 - Ability to build teams, involves people, motivate and reward others
 - Fully involves their team in decision-making
 - Readily supports and coaches' others
 - Motivates and inspires people by their enthusiasm in communicating the vision and values of the company
 - Demonstrates good judgement in leading the team through conflict and controversy
- **Customer Awareness**
 - Promotes a strong customer culture by setting customer orientated performance objectives
 - Ability to see things from a customer perspective and to identify, meet and exceed customer expectations, whether internal or external
 - Identifies customer needs beyond those expressly stated
- **Commercial Understanding**
 - An understanding of the relationships between profit, cash flow, risk and other key financial drivers
 - Capable of managing multi profit and cost centre
 - Understand and plans for operational peaks and troughs
 - Takes well timed commercial decisions
- **Judgement and Decision Making**
 - Ability to analyse situations, draw sound judgements and take appropriate decisions
 - Deals with complications and "out of the ordinary" problems with confidence and without hesitation
 - Does not put off decisions to avoid conflict or "getting it wrong"
 - Finds out how others have tackled similar problems
 - Tests out own assumptions