

Service Supervisor/Service Manager (Dependant on Experience) - Dunsfold Surrey

Reporting to the Interim Service Manager, the criteria for the right person is as follows:

- Industry knowledge and experience
- Previous Supervisory experience, line-management and leadership skills are advantageous.
- Excellent communicator with good organisational skills
- Ability to meet deadlines, timescales and work within budgets
- PC Literate: Experience with Word, Excel and Outlook essential

Core Activities:

- To supervise, motivate and lead the service team
- To focus on efficient control of engineers, maximise engineer productivity whilst minimising travel time with the aid of systems and tools
- To control and monitor labour utilisation, engineer patching and workload.
- Control and monitor work in progress (WIP), parts spend on fleet; and overtime.
- Carry out customer visits as required by the business.
- To ensure Health & Safety is adhered to at all times and is met by others.
- To view and authorise all completed Job sheets prior to invoicing, ensuring that they are correctly completed and that job times are accurate
- To analyse Weekly Timesheets, monitor overtime and authorise prior to system entry.
- Parts Department Support
- Identify team training needs through Appraisals and One to one's
- Monitor and control holidays and sickness
- Any such other duties as you may reasonably be required to perform within the scope of your knowledge skills and ability.

If you believe you have the necessary skills to fulfil this role, please send a copy of your current CV and covering letter marked 'Strictly Addressee Only' to **Chris Morris** or email to careers@granthandling.com

Closing Date: 31st August 2020