

## Service Manager

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To provide an excellent customer experience through a well-developed and motivated team, we are looking to recruit for this key role, based at our Midlands location. The successful applicant will have excellent communication skills at all levels and Management experience in the service industry.

### PERSON SPECIFICATION:

- Extensive industry knowledge
- People Management and leadership experience
- Good communicator with excellent interpersonal skills
- Good organisational skills
- High level of PC skills must be fully conversant with Word, Excel with the ability to produce Reports and Spreadsheets.
- Ability to work on own initiative and work to deadlines.
- Good customer focusing skills.

### STATEMENT OF ACCOUNTABILITIES:

- To create a culture in line with the Impact group 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 daily.
- Technical support
- Identify training requirements/Recommendations.
- Identify tooling/Equipment needs, liaise with Depot Manager to arrange.

# GRANT HANDLING

- 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.
- Ensure that Job Sheets are completed to company standards and that times/information is accurate.