

Job title:	Field Service Manager
Department:	Aftermarket
Reports to:	General Manager South
Responsible for:	Field Service Engineers (Aldridge/Croydon), Controllers & Field Service Administration
Location:	Aldridge Service Centre
Hours of Work:	40 hrs per week, Mon- Fri 8.00am - 16.30pm
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. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

Overall responsibility for the efficient day to day running of the Field Service operations for Aldridge and Croydon in its entirety whilst prioritising Health and Safety compliance, KPI and budgetary adherence.

To provide detailed practical support to the Service Centre Management with regards to managing the Field Service Operations. This will include 'day to day' attention – ad hoc. Focused efforts towards the delivery of outstanding customer service & provide a consistent professional business image. Help develop and grow the service & repair business ensuring timely output to the required high levels of quality whilst maintaining or exceeding profit/revenue targets.

'Creating safe environments delivery exceptional services profitability'.

Main Duties and Responsibilities:

Customer Service

- Deliver agreed policy and levels of customer service for external and internal customers. Responsible for raising the profile of customer service ethos at all levels to all employees.
- Accepts responsibility for the Field Operations and ownership for making and managing local decisions and promoting agreed change.
- To establish effective close relations with local customer base.
- To provide to the Service Centre management weekly/monthly status reports on H&S, KPI Performance, WIP progress and Labour utilisation including target completion versus actual output completion.
- To ensure self or member of team communicates with external and internal customers effectively providing a regular status report on job status.



Accountabilities & Commitments Required:

Health and safety

- Ensure that all daily activities are carried out in accordance with the companies H&S procedures
- Ensure the correct risk assessments are carried out prior to commencing work
- Ensure the correct P.P.E. is used at all times
- Ensure any possible areas of risk are highlighted straight away

Administration

- Ensure that all times sheets, job instruction is up to date
- Ensure that all jobs/orders are processed/closed within the accounting period
- Ensure all holidays and staff training are up to date
- Ensure all staffs PDR's are up to date
- Monitor and take responsibility for W.I.P.

Quality and customer satisfaction

- Ensure that all compliance is in line with our ISO9001 accreditation
- Ensure world class communication to both customers and our own team at all times
- Ensure world class customer service to the required expectations
- Strive for continual improvement
- Keep a calm and efficient environment

Quality & Environmental Responsibilities:

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

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team recruitment@dennis-eagle.co.uk



Criteria	(E)ssential / (D)esirable
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Knowledge	
• Knowledge of the RCV industry & it's customer base	E
• Knowledge of the Dennis Eagle product, policies & procedures	D

Experience	
• Strong & Disciplined management experience	E
• Proven track record in successfully managing Field Service Operations	E
• At least 5yrs experience working in a similar position	D
• Performance appraisals	E
• Conducting formal hearing and appeals	D
• Compiling and monitoring P &L reports	D
• Coaching and mentoring	D

Education / Qualifications	
• GCSE or equivalent in Maths & English	D
• IT Literate	E
• Management Qualification	D
• Health & Safety Qualification	E

Job-related skills & abilities	
• Strong leadership, team building and employee engagement skills	E
• Good motivator, assertive, persistent, determined	E
• Structured decision-making skills	E
• Microsoft Excel, word & PowerPoint at intermediate level	E
• Ability to communicate effectively and with diplomacy with all levels of employees	E
• Excellent planning and organisational skills	E
• Ability to prioritise workload effectively with attention to detail	E
• Self-motivated & Proactive	E
• The ability to maintain focus on output & quality under difficult conditions	E
• Flexible & open to change with ability to act a 'Change agent'	E
• Consistent and robust approach to Health & Safety	E
• Robust approach to quality and fault analysis	E
• Expert knowledge in RCV technical systems and maintenance	D
• Ability to work well under pressure	E
• Good telephone manner & communicator	E

Other requirements	
• Able to work hours suitable to the workload	E
• Carry out engineers' audits	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 _____

