

Job title:	Workshop Chargehand
Department:	Aftermarket
Reports to:	Assistant Service Centre Manager
Responsible for:	
Location:	Merthyr Workshop
Hours of Work:	45hpw, 07:00-16:30 Monday to Friday
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:

Oversee workshop personnel and equipment, serving as the primary contact for both external and internal customers. Ensure document compliance with company standards and uphold high health and safety management levels.

You'll be responsible for servicing, repairing, and maintaining our products and other manufacturers' vehicles, adhering to roadworthiness guidelines and DVSA standards. Prepare vehicles for HGV MOT, managing all documentation in line with ISO inspection and MOT requirements.

Main Duties and Responsibilities:

Workshop Personnel Management

- Control and effective planning of workshop personnel.
- Direct control of workshop break times.
- Involvement in staff development, identifying weaknesses and training gaps.
- Collection of timesheets and Mitrefinch time management.

Customer Communication and Relationship Management

- First line communication with both internal and external customers.
- Build quotes for repairs, communicate costs, and discuss with customers.
- Work with the Regional Manager to onboard new customers and maintain current customer relationships.
- Ensure all remedial work meets customer satisfaction in the most effective way.

Job Planning and Execution

- Effective job planning with the ability to communicate and update on progress.
- Service sheet sign-off and job card completion within one day of job completion.
- Manage workshop WIP and invoice jobs in real time.



- Inspect, repair, and document findings on chassis and specialist equipment using automated and written forms of communication.
- Carry out work in accordance with manufacturer times and guidelines.

Compliance and Safety

- To inspect and prepare vehicles to DVSA standards.
- Maintain the workshop area with effective daily routines.
- Control and maintain outside areas and customer parking.
- Always work in a safe manner.
- Complete all documentation in a timely manner.

Health and Safety

- Have knowledge of Health & Safety legislation.
- Always consider the welfare of yourself and others.
- Highlight possible areas of risk.
- Promote good housekeeping within your working environment.
- Operate within company guidelines and procedures.
- Promote a positive health and safety attitude within the workplace.

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	
• Compliance background or knowledge	D
• Knowledge of relevant legislation	E
• Awareness of ISO9001 and ISO14001 procedures	E
• Actively seek to improve product knowledge to improve personal skill	E

Experience	
• Time served experience in maintenance and repair of RCVs or similar equipment in a workshop environment or as an onsite engineer	E
• Experience of both Body and chassis maintenance and repair	E
• Workshop maintenance and planning experience	E
• Experience in repair and maintenance of Dennis RCV's	D
• Previously worked as Field Engineer	D
• Held a supervisory role	D

Education / Qualifications	
• Current PLG Licence	E
• Completed job related product training	E
• Year 3 C&G training or equivalent	E
• Maths and English Qualification, GCSE or equivalent	E
• Full DE product training / Volvo Engine Tec trained / Allison transmission trained	D
• HGV Licence	D
• Qualified in chassis repair and maintenance	D
• Qualified in electronics and hydraulics	D

Job-related skills & abilities	
• Good diagnostic skills	E
• Ability to read wiring diagrams	E
• Practical ability	E
• Ability to compile and organise associated workshop paperwork	
• Understanding of Electronics and Hydraulics	E
• Basic IT and administration skills	E
• Problem solve (Define the problem. Diagnose the situation so that your focus is on the problem, not just its symptoms)	E
• Ability to write formal reports on technical issues	D

Other requirements	
• Willing to travel distances on occasion, and prepared to work on/off site and on customer premises when required	E
• Be prepared to move within your own area and when required into other departments or area	E
• Be prepared to work a reasonable amount of overtime when required sometimes at short notice	E
• Ability to solve own problems through perseverance and determination	E
• Good customer service ethos	E
• Presents a professional image	E



• Self-Motivated - ability to work under minimum supervision	E
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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 _____

