

Job title:	Assistant Contract Manager
Department:	Aftermarket
Reports to:	Contract Manager
Responsible for:	Contract Workshops, Bridgwater, Evercreech, and Williton, all contract staff.
Location:	
Hours of Work:	40 hours per week, Mon – Fri 8.00am – 16.30pm (overtime as required)
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. All employees of our organisation are asked to represent our core values in all their business dealings, and candidates are required to demonstrate their understanding and commitment to representing these values. Our core values are Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

To provide support for the contract Manager with regards to helping to manage the Suez Somerset Operations. This will include 'day to day' attention, focused efforts towards the delivery of outstanding customer service and providing a professional business image.

Main Duties and Responsibilities:

Customer Service

- Deliver agreed policy and levels of customer service for external and internal customers. Priority the Suez Somerset contract.
- Responsible for raising the profile of customer service ethos at all levels to all employees
- Accepts responsibility for the contract 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 contract Manager weekly/monthly status reports on vehicles in repair, including target completion versus actual output completion.
- To ensure self or member of team communicates with customers effectively providing a regular status report on state of repair.

Operational Effectiveness

- Identifies opportunity for continual cost savings and efficiencies with recommended actions – labour utilisation.
- Help develop systems and processes ensuring timely output to the required high levels of quality whilst maintaining or exceeding profit/revenue targets.
- Ensure all activities comply with company policy and procedures.



- Ensure workshop practices are constantly reviewed / revised to achieve optimum levels of service. Ensuring contractual commitments are at the fore front of our planning.
- Performs with thoroughness, diligence and drives their own and other actions with clear purpose.
- Generates a “team” environment where staff help each other and recognise that they individually have a responsibility.
- Accepts responsibility for the performance of the contract operations and the growth and contribution of the team, ensuring customer satisfaction at all time.

Management & Welfare of Staff

- Ensure self and staff operations are in line with company policies/procedures and best practice.
- Ensure the health and safety of all personnel comes as a priority with every day of work.
- Ensure that the sites and workshop areas are ISO & H&S compliant in line with DE procedures and process.
- Propose the training needs of staff as identified
- Regularly provides feedback on staff performance to the Contract Manager/Regional Service manager.
- Active support of all staff recognizing them for their efforts.
- Support the team in understanding their jobs and associated responsibilities.
- Recruitment of employees, operating within policies and procedures.
- Actively promote a strong team working ethic throughout the contract, with good levels of employee engagement, being especially aware of the need for team work at peer level.
- Employee Relations - deal with any issues promptly arising within the team, including absence, return to work interviews, timekeeping, poor performance and misconduct, ensuring any disciplinary action taken complies with company policies and procedures.

Quality & Environmental Responsibilities:

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

Dennis Eagle Ltd is an equal opportunities employer and we welcome applications from all candidates.

If you have any queries or would like to apply for the role, please contact Alice Walden
alice.walden@dennis-eagle.co.uk



Criteria	Essential / Desirable
Knowledge	
Knowledge of the RCV Industry & its customer base	E
Understanding of UK Commercial Aftermarket business	E
Knowledge of the Dennis Eagle product, policies, & procedures	D
Coaching and mentoring	D
Experience	
Strong & Disciplined management experience	E
Proven track record in successfully supporting the managing of a RCV workshop	D
Experience within a commercial vehicle workshop as a Workshop Foreperson, Supervisor, Field Service Controller, or similar role	E
Education / Qualifications	
GCSE or equivalent in Maths & English	D
Management Qualification	D
Health & Safety Qualification	D
Job-related skills & abilities	
Strong leadership, team building & employee engagement skills.	E
Structured decision-making skills.	E
Good motivator, assertive, persistent, determined	E
Microsoft Excel, Word & PowerPoint at intermediate level	E
Ability to prioritise workload effectively with attention to detail	E
Ability to communicate effectively and with diplomacy with all levels of employees	E
Excellent planning and organisation skills	E
The ability to maintain focus on output & quality under difficult conditions.	E
Other requirements	
Able to work hours suitable to the workload	E
Carry out engineer's audits	E
Ability & willingness to travel throughout the UK when required	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 _____

