

Job title:	Hillingdon Contract Manager
Department:	Aftermarket/ Central Contracts
Reports to:	Contract manager
Responsible for:	Day to day running of the Hillingdon R&M Contract
Location:	Hillingdon BC
Hours of Work:	40 hours per week
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 manage the day to day running of the contract in its entirety.

Main Duties and Responsibilities:

- To ensure the safety and well being of all the staff
- To Ensure all remedial and service work is completed in line with the contractual commitments.
- To ensure all compliance and P&L paperwork is completed accurately and on time.
- Ensure good communication with the customer and Regional Contract Manager.
- Ensure customer satisfaction.
- Attend weekly/monthly meetings with the customer.
- Manage and ensure both health and safety and ISO policies are adhered to.
- Ensure good stock management 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 and experience of running a vehicle workshop.	E
• A good understanding of compliance	E
• Excellent Knowledge and experience of commercial vehicle service and repairs	E
• Good understanding of employee well being and health and safety	E
Experience	
• Previous management experience in the Motor vehicle industry	E
• Previous experience managing P&L	D
• Customer interface and satisfaction	E
• Stock control and parts ordering	D
Education / Qualifications	
• Management qualification (motor industry)	D
• Institute membership	D
• Health and safety	D
Job-related skills & abilities	
• Customer Care	E
• Communication skills	E
• Ability to create, manage, motivate a team	E
• Good Administration skills, computer literate	E
Other requirements	
• The ability to be flexible and a good understanding of delivering excellent customer service	E
• The ability to remain calm and give clear direction to staff	E
• HGV driving licence	D
• Car licence	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 _____

