

Job title:	HGV Technician – Late Shift
Department:	Aftermarket
Reports to:	Late Shift Chargehand
Responsible for:	N/a
Location:	Bexley Service Centre
Hours of Work:	45hrs 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. 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:

- Deliver excellent customer service along with quality and customer satisfaction whilst maintaining customers vehicles to the highest standard and following general compliance with company procedures.
- Ensure all daily duties are carried out in accordance with published company H&S procedures.
- Ensure repairs are completed to customers' requirements.
- Ensure all timesheets and jobs sheets are correct and punctual.

Main Duties and Responsibilities:

Customer Service:-

- Ensure repairs and servicing is conducted to a high standard (VOSA Standards).
- Preparation of vehicles for MOT (Carry out quality Checks).
- Compliance with Department of Transport specifications when appropriate.
- Ensure jobs are completed in a timely and efficient manner, ensuring any additional work that is required is identified and completed.
- Ensure jobs are completed to company standards and instructions.
- Ensure vehicle maintenance is conducted as per schedule
- Carry out Body and Chassis repairs as necessary.
- Maintain regular communication internally in a professional manner.
- Maintain good housekeeping practices at customer premises and in DE workshops.
- Ensure authorisation is obtained for any chargeable prior to work being undertaken and quotation builder used if required.
- Carry out any reasonable request by Management.



Operational Effectiveness:-

- Identifies opportunities for continual cost savings and efficiencies with recommended actions – labour utilisation & parts spend. Continuous improvement, on fault diagnosing, repetitive faults.
- Ensure all activities comply with company policy and procedures.
- Ensure workshop practices are constantly reviewed / revised to achieve optimum levels of service.
- Generates a “team” environment where staff help each other and recognise that they individually have a responsibility.
- Accepts accountability for the performance of the contract/operation and the growth and contribution of the team.
- To maintain effective communication on all aspects of the contract ensuring effective liaison with staff & Customers with regards to product support.
- Operate in line with company policies/procedures and best practice.

Accountabilities & Commitments Required:**Administration**

- Ensure all timesheets and job packs are correct, compliant, and punctual.
- Embrace and introduce new fleet system if required.

Quality and Customer Satisfaction

- General compliance with Company procedures in support of our ISO9001 accreditation
- Maintain quality of work at all times within ability and skill set.
- Request assistance when task is outside ability, skill level or training experience.
- Ensure repairs are completed to customers' requirements.
- Customer care – use all reasonable endeavours to provide the best possible service to our customers.

Health & Safety

- Ensure that all daily duties are carried out in accordance with Company published H&S procedures.
- Risk assess all work environments and ensure safe working practices are being carried out at all times.
- Actively encourage the use of the appropriate Personal Protective Equipment (PPE) at all times and ensure that it is serviceable or replaced.
- Highlight possible areas of risk and assist/report any potential hazards.

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	
• Excellent Knowledge and experience of commercial vehicle service and repairs	E
• A good understanding of compliance and Health & Safety	E
• Understanding of workshop IT systems	D

Experience	
• Trained and certified to work on electric vehicles	D
• Trained to work on HGV or RCV to a desired DVSA standards	E
• Ability to compile associated job paperwork that is clear and concise	E
• Able to carry out welding repairs	D
• Trained to inspect vehicles to FTA / DVSA standards	D

Education / Qualifications	
• Formal Heavy Vehicle Qualification C&G or Equivalent	E
• Car Licence	E
• CODED Welding	D
• Current HGV Licence	D

Job-related skills & abilities	
• Customer Care	E
• Communication skills	E
• Ability to work within small team	E
• Good Administration skills	E
• Ability to work on own initiative	E

Other requirements	
• Adaptable	E
• Well Organised	E
• Ability to work well under pressure	E
• Ability to be Flexible to suit workshop requirements	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 _____

