

<b>Job title:</b>	Regional Service Centre Manager - Leeds & NE
<b>Department:</b>	Aftermarket
<b>Reports to:</b>	Northern Area General Manager
<b>Responsible for:</b>	Service Centre Personnel – Admin, Workshop & Field Service
<b>Location:</b>	Leeds
<b>Hours of Work:</b>	40 hours
<b>Closing date:</b>	

### 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:

Overall responsibility for the efficient day to day running of the Service Centre including Health & Safety compliance, KPI and budgetary adherence. To deliver outstanding customer service & provide a professional business image and to develop and grow the service & repair business ensuring timely output to the required high levels of quality whilst maintaining or exceeding profit/revenue targets.

### Main Duties and Responsibilities:

#### Health & Safety

- Ensure all current H&S legislation is implemented and adhered to including that the appropriate PPE is worn at all times, & that people work in a safe manner within the company safe systems of work.
- To cascade any health & safety issues to the weekly conference call and monthly H&S meeting.
- Attend H&S meetings and contribute as and when required.
- Participate in and conduct risk assessment and accident investigations.
- Utilise the 6s audit process to ensure effective control of housekeeping and H&S within the team area.
- Conduct monthly H&S inspections to an agreed plan, generating corrective actions ensuring implementation in a timely manner.
- Ensure accidents and near misses are reported accurately and in a timely manner.
- Assist with investigation into accidents and near misses and implementation of preventative measures.
- Compliance with environmental standard ISO 14001 ensuring appropriate disposal of waste and correct storage and handling of solvents and chemicals throughout the facility ensure risk assessments have been carried out as necessary.

- Ensure accidents are thoroughly investigated in a timely manner & preventative measures are implemented.
- Ensure people receive regular H&S training/updates to meet current legislation
- Update/notification of approved contractor details, ensuring compliance with company H&S & workmanship requirements, checking certification by professional external bodies as appropriate.

### Customer Service

- Innovate and deliver 'best in sector' levels of customer service for external and internal customers.
- Employ an entrepreneurial approach seeking opportunities in all business aspects. Development of the customer base to increase in profit. Ensure all activities sensibly harmonise the commercial goals set out whilst maximising customer satisfaction.
- Responsible for raising the profile of customer service ethos at all levels and externally across the customer base.
- Establish key performance indicators.
- Accepts responsibility for the centre and ownership for making and managing local decisions and change.
- To establish effective close relations with local customer base.
- To provide to the General 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 reports on state of repair.

### Operational Effectiveness

- Ensure adherence to all Company KPI targets.
- Report on operational KPI's taking corrective actions as required.
- Innovate and deliver 'best in sector' levels of customer service for external and internal customers.
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### Resource & People Management

- Ensure suitable levels of direct and indirect resource to achieve targets.
- Ensure job cover & cross training exists for all team positions.
- Review training & development needs for the company, individuals & self, making the appropriate recommendations.
- Conduct annual performance appraisals on all reports, & ensure the process is cascaded down within the organisation.
- Ensure the team understand their jobs & associated responsibilities.
- Set clear & achievable targets, monitoring performance & providing regular feedback & support.
- Recruitment of employees, operating within policies & procedures.



- Actively promote a strong team working ethic throughout the Service Centre, with good levels of employee engagement, being especially aware of the need for team work at peer level.
- Employee Relations - deal with any issues arising within the team, including absence, return to work interviews, timekeeping, poor performance & misconduct, ensuring any disciplinary action taken complies with company policies & procedures.
- Maintenance of harmonious employee relations through involvement & communication; ensuring consistency in the application of company rules & procedures.
- Review own skill base and look for opportunities to improve knowledge and performance.
- Create personal development plans to ensure the skill set of reports fulfil future business requirements.
- Review team member skills, knowledge and experience identifying opportunities to improve and develop.
- Ensure team members are trained to understand and meet company workmanship and quality standards.
- Control and monitor all training activity undertaken and ensure teams skill matrices are updated to reflect current situation.

### Quality Systems & ISO9001

- Ensure self and team comply with agreed quality standards and resolve issues by developing corrective action plans.
- Regularly and proactively monitor processes and systems with the team to find ways of reducing cost and waste, whilst improving productivity and maintaining quality.
- Operate to the 6s best practice housekeeping system, conducting workplace audits.
- Attend quality improvement meetings, fully participating in resolution and closure of problems.
- Ensure team members understand internal and external customer relationships and work within the framework of a no faults forward culture.
- Ensure implementation of agreed corrective actions fed back from PDI and quality audits.
- Report & analyse trends from product audits & in process data, establishing root causes & corrective actions as appropriate to ensure achievement of agreed objectives.
- Administration of all aspects of ISO accreditation ensuring current information is available.
- Update all ISO documentation as required.
- Ensure internal audit schedule is adhered to ensuring any non-compliances are closed out effectively & within the agreed timeline.
- Compliance with quality standard ISO 9001 ensuring employees are fully aware of the elements that affect their work, and that they operate within designated procedures.

### Facilities Maintenance & Improvements

- Preparation of routine & preventative maintenance schedules to satisfy plant & equipment manufacturers recommendations, also ensuring HS&E requirements are achieved.
- Ensure achievement of PPM, project, cost, and quality targets
- Provision of a breakdown/first response service, engaging specialists as appropriate, to minimise down time.

- Project manage all works from terms of reference, costing, & timing through to commissioning sign off & acceptance, ensuring cost parameters & timelines are achieved.
- Ensure projects and tasks comply with latest legislation.
- Identification of investment in infrastructure to meet future production requirements & legislative/HS&E criterion.
- Effective administration and tracking.
- Ensure all external contractors are approved before working on site, and that Permit to Works have been completed.
- Update/notification of approved contractor details, ensuring compliance with company HS&E & workmanship requirements, checking certification by professional external bodies as appropriate.
- Liaise effectively and professionally with internal customers, providing clear and reliable information, obtaining feedback in a timely manner.
- Control of site security contract.
- Ensure fire alarm testing, maintenance and certification is adhered to.
- Support & contribute to cost down initiatives.
- Maintain and monitor maintenance software systems (IDHammar, Freshdesk)

### **Continuous Improvement Activities**

- Regularly review processes to reduce cost and waste.
- Promote lean principles within the facility.
- Implement new business approaches and working methods.
- Agree & develop plans to support cost down initiatives for achievement of annual objectives, taking responsibility for delivering results

### **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](mailto:alice.walden@dennis-eagle.co.uk)

Criteria	Essential / Desirable
<b>Knowledge</b>	
• In-depth understanding of MRP and production planning tools and techniques.	E
• Coaching & mentoring	D
<b>Experience</b>	
• At least 5 years' experience of working in a similar plant management position.	E
• Experience of working within the truck, coach, "off highway", or automotive industry.	D
• Working within manufacturing & takt driven production. (mechanical/engineering)	E
• Managing a department of 60+ employees	E
• Managing a unionised workforce	E
• Conducting formal hearings and appeals	E
• Managing a production line.	E
• Managing material control.	E
• Inventory management.	E
• Performance appraisals.	E
• Working with metrics.	E
• Compiling & monitoring budgets	E
<b>Education / Qualifications</b>	
• Degree level education or equivalent	D
• CMI / ILM Level 5 Diploma or equivalent	E
• IOSH Managing Safely	D
<b>Job-related skills &amp; abilities</b>	
• Strong leadership, team building & employee engagement skills.	E
• Good motivator, assertive, persistent, determined.	E
• Structured decision-making skills.	E
• Microsoft Excel, Word & PowerPoint at intermediate level	E
• Excellent verbal and written communication skills	E
• Ability to communicate effectively and with diplomacy with all levels of employees	E
• Excellent planning and organisation 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 as a 'change agent'.	E
• Consistent and robust approach to Health & Safety	E
• Robust approach to quality & fault analysis.	E
• Decisive.	E
<b>Other requirements</b>	
• Weekend working & overtime required.	E
• Travel to US may be required.	E
• Must complete the following assessment during the recruitment process: OPQ & Verbal reasoning	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 \_\_\_\_\_

