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| Job title: | Special Projects Manager |
| Department: | Aftermarket |
| Reports to: | General Manager Aftermarket (North) |
| Responsible for: | None |
| Location: | UK – will based at local Service Centre |
| Hours of Work: | 37 |
| Closing date: | 9 th May 2024 |

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:

To support Aftermarket in delivering improvement in efficiency and profit through focus on systems, data analysis and processes including assisting in development and implementation of new business projects systems and process, Manage ISO 9001 quality system including maintenance, process and development

Main Duties and Responsibilities:

Work with the Aftermarket Team to improve systems by reviewing current practises, meet with IT and external providers to develop outside systems, travel to all aftermarket sites to support activities as needed

- Development & Testing of IT systems – including Asset Minder, Quote builder, Avanti, Micro Soft 365 and Mitrefinch
- Support Service centres with systems implementation and staff training.
- Liaise with IT to support Aftermarket working between departments.
- Review and improve ISO systems and processes in conjunction with the Quality department and aftermarket Managers.
- Develop and improve Managers task list including SCM support with implementation.
- SCM Training and support
- Stand in for service Managers as required or when supporting new business
- Produce and record KPI measures and league tables to promote active development and business improvement.
- Analyse KPI data and help SCM in identifying improvement areas.
- Produce meaningful data reports for each SC to be used to support business reviews
- Improve focus on WIP, stock levels and obsolescence, assist all areas as needed.
- Review and improve Invoice quality and presentation



- Job margin analysis from quotation stage through to invoice by service centre and Category
- Support H&S audits and corrective actions
- Projects as necessary to support Aftermarket business
- Report on and identify fast moving stock requirements to ensure first time fix is achieved in both workshop repairs and Field Service

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 |
|--|---------------------------|
| Knowledge | |
| • P&L Understanding | D |
| • Sound systems & Process based understanding | E |
| • Basic HGV industry knowledge | E |
| Experience | |
| • Compliance Experience | D |
| • Commercial Management experience | D |
| • Business awareness | D |
| Education / Qualifications | |
| • Management Qualification . | D |
| Job-related skills & abilities | |
| • IT skills intermediate level | E |
| • Ability to communicate with others effectively across all levels of the organisation | E |
| • Problem Solving skills | E |
| Other requirements | |
| • Flexible approach to hours to get the job done | E |
| • Willing to travel and stay away from home as required by the project | E |
| • Ability & willingness to travel throughout the UK, including occasional overnight stays | E |
| • Driving licence will be advantageous as national travel will be required to some difficult to access locations | D |

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 _____

