

<b>Job title:</b>	Hillingdon Contract Manager
<b>Department:</b>	Aftermarket
<b>Reports to:</b>	Contract Manager South
<b>Responsible for:</b>	Day to day running of the Hillingdon R&M contract
<b>Location:</b>	Hillingdon
<b>Hours of Work:</b>	40 Hours per week, Monday to Friday
<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. 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:

As Contract Manager you'll ensure high standards in vehicle repair and servicing, compliance with regulations, and customer satisfaction. Whilst managing staff, maintaining documentation, and upholding H&S.

### Main Duties and Responsibilities:

#### Contract Requirements

- Carry out analysis on all contract activities.
- Ensure repair's and servicing is conducted to a high standard (VOSA Standards)
- Ensure Vehicles Services and MOTs are carried out on time and to a high standard
- Ensure write ups on Job Cards are of a good standard
- Complete and submit monthly reports on time
- Control the WIP
- Compliance with Department of transport specifications when appropriate
- Completion of work in a timely and efficient manor, including any additional work is identified and completed after customer authorisation.
- Ensure all relevant paperwork is completed of any work conducted.
- Ensure all appropriate information is directly into the DE computer systems

#### Job Management

- Work at customers' and company premises as well as in other areas.
- Liaise and communicate with customer's in a professional manner
- Ensure vehicle maintenance work is conducted as per schedule.
- Accept responsibility and ownership for managing contract on a daily basis.
- Maintain good house-keeping practices



- For chargeable work ensure authorisation is obtained and completed to Company quotes, local contractual agreement.
- Undertake Product, Health and Safety training and in all related subjects to enhance skills and knowledge.
- Effectively control and supervise colleagues including holidays and absence cover.

### Quality & Customer Satisfaction

- General compliance with Company procedures in support of our ISO9001 accreditation
- Maintain quality of work at all times managing 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
- Complete fully all required records and documents and ensure their return
- Ensure customer satisfaction surveys are completed on time.

### Health & Safety

- Responsible for Health & Safety both on Dennis Eagle Ltd sites and customer premises and when travelling to and from.
- Subject to any and all sites' Health & Safety procedures and especially in respect of other persons in the vicinity.
- Subject to and/or following suitable training, to be able to carry out own risk assessments of work and ensure safe working practices are being carried out at all times. Complete Health and safety routine checks.
- Ensure that all daily duties are carried out in accordance with Company published H&S procedures
- Manage the Use of appropriate Personal Protective Equipment (PPE) at all times and ensure that it is serviceable or replaced.
- Highlight possible areas of risk and manage/report any potential hazards

### Accountabilities & Commitments Required:

- Commitment to H&S of everyone on site
- Ensure daily on-site presence to maintain high standards of staff performance.
- Report any failed MOTs to the Manager promptly.

### 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](mailto:recruitment@dennis-eagle.co.uk)





Criteria	(E)ssential / (D)esirable
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<b>Knowledge</b>	
Good working knowledge of compliance required to run a contract site	E
Good understanding of employee wellbeing and H&S	E

<b>Experience</b>	
Previous, proven experience running a vehicle workshop	E
Experienced in commercial vehicle servicing and repair, either through past experience or knowledge	E
Team management experience	E
Writing and editing reports	E
Absence management	E
Formal employee relations hearings (Disciplinaries, Grievances, Appeals, Probation Reviews)	E

<b>Education / Qualifications</b>	
Motor industry Management Qualification	D
Institute membership	D

<b>Job-related skills &amp; abilities</b>	
Customer care and service	E
Ability to communicate effectively	E
Good administration skills	E
Ability to motivate a team	E

<b>Other requirements</b>	
Results orientated, commercially astute, financially aware	E
Ability to travel extensively throughout the UK	E
HGV licence	D
Resilient, self-motivated and able to work well under pressure	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 \_\_\_\_\_

