

Job Specification

1. Post

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| Post: | Service Manager |
| Depot / Department: | Bristol |
| Ref: | GPL/GP065 |
| Salary: | Dependent on experience / competitive |

2. Supervisory Responsibilities / Position in Structure

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| Responsible To: | Chris Brown – Operations Director |
| Liaising With: | Service Engineers, Depot/Head Office Staff and Management Team |

3. Main Function of Job (Note: in addition to these functions, employees are required to carry out such other duties as may reasonably be required)

- To support the business in the smooth and efficient running of the Service function
- To ensure high quality of service and equipment
- Ensure complete customer satisfaction

4. Main Duties (Brief description)

- Provide technical support/training and development for the Service Controllers and Electricians
- Overall responsibility for all Electricians and efficiencies of all electrical work undertaken
- Completion of Electrical Test Certificates
- Management of NICEIC compliance/Quality Supervisor
- Liaise with Storeman to ensure optimum stock levels of electrical consumables
- Completion of site specific RAMS in conjunction with Sales Engineers and Service Managers
- Management of PUWER register in conjunction with other Service Managers
- Management of calibration register in conjunction with other Service Managers
- Management of Tool Box talks in conjunction with other Service Managers

- Management of company telemetry function
- Promote teamwork and co-operation within the depot and across the business
- Ensure company vehicle or occasional loan vehicle supplied, is kept clean and tidy at all times, serviced within manufacturer's guideline, and ensure any defects are notified to correct parties and rectified in a timely manner
- Promote teamwork and co-operation at all times, both within individual depots and right across the entire Generator Power Group of Companies
- Treat all other employees and all our customers professionally and with respect
- Always act in the best interests of any of the Generator Power Group of Companies, and not to carry out (or fail to carry out) any action that would bring the company into disrepute
- Always work in a responsible manner to ensure safe working practices. Follow Health Safety Quality and Environmental guidelines provided by the company - currently ISO 9001:14001 and OHSAS 18001 procedures, including all future notifications
- Proactively contribute to the company's policy of continuous improvement
- Carry out any reasonable ad-hoc duties requested by your direct Line Manager or the Management Team
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5. Requirements to Carry Out Job

| Essential or Desirable Requirement (E / D) | Essential | Desirable |
|---|-------------|-----------|
| Qualifications Required: | | |
| <ul style="list-style-type: none"> • GCSE or equivalent • Any plant / mechanical engineering qualifications • Fork lift truck licence | E E | D |
| Experience / Skills Required: | | |
| <ul style="list-style-type: none"> • Experience on generators / plant equipment / heavy engineering (or similar) | E | |
| Specialist Training Required: | | |
| N/A | | |
| Personal Characteristics / Attributes Required: | | |
| <ul style="list-style-type: none"> • Must be flexible as the job may involve unsociable hours • Good communication skills and the ability to connect naturally with people • Work well on own initiative and as part of a team | E E E | |

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**Generator
Power**

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|---|--|--|
| <ul style="list-style-type: none"> • Ability to ensure the work gets done in a timely and effective manner • Ability to follow Company policy and procedures • Ability to understand and implement written and verbal instruction • Self-motivation | E E E E | |
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6. Special Terms

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| Special conditions e.g. working with hazardous substances, equipment, animals etc.: | Yes |
| Working in different locations: | The Company reserves the right to require you to work at a different location to meet the operational needs of the business. |

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| If you are interested in the above position, please send a copy of your CV to: | vacancies@generator-power.co.uk |
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