

JOB DESCRIPTION

Job Title:	Field Service Manager – Central Region
Department/Cost Centre /Location:	Sutton Service, Sutton-in-Ashfield with travel
Reporting to:	Central Region Manager
MAIN JOB PURPOSE:	
Management of the Field Service Engineers in the Central Region.	
DUTIES AND RESPONSIBILITIES:	
<p>Health, Safety and Environment</p> <ul style="list-style-type: none"> Adhere to the HSE policy and promote good practice through the team. <p>Quality</p> <ul style="list-style-type: none"> Deliver defect free products and services, right first time and on time in full. <p>People Management</p> <ul style="list-style-type: none"> Manage the Field Service Engineers by creating personal development plans and ensuring their daily focus and activity aligns to their individual objectives. Carry out day to day supervision of the Field Service team ensuring that all departmental objectives & targets, are met. <p>Customers and Partners</p> <ul style="list-style-type: none"> Promptly respond to enquires that are received, quote quickly, and secure profitable orders. Maintain communication with customers including frequent updates on work progress. Establish relationships and regular communication with strategic partners to ensure field service support meets the franchise partners' expectations and customers' needs. Specifically ensure we work to the required warranty standards and that any credit or operational issues are dealt with in a timely manner Monitor and report on market and competitor activities. Some UK travel as required to meet customers and generate enquiries. Manage the calibration of the team's measuring equipment and tooling, listed in the calibration record. Achieve KPI's as laid out by our franchise partners, including submission of warranty claims within time frames, achieving labour time targets on repairs, meeting targets for campaigns and reworks and the use of the Service view tool. <p>Finance and Reporting</p> <ul style="list-style-type: none"> Ensure financial targets are met or exceeded in line with budgetary expectations. <p>Part of a Group</p> <ul style="list-style-type: none"> Work with the Parts team to ensure the correct van stock levels are in place to meet the business demand. Work with Aftersales, to identify and engage new sales opportunities. Work with Marketing team to identify marketing opportunities and communication methods. <p>Other responsibilities</p> <ul style="list-style-type: none"> You will be expected to support other service activities as and when required and you may be required to make yourself available for overtime and both national and international travel from time to time. You may be required to perform other duties not listed, that may be required to support the changing needs of both the department and the company. 	

SKILLS, QUALIFICATIONS, AND EXPERIENCE REQUIRED:

- Proven experience (5 years plus) in a Field Service Supervisor or similar role
- Technical expert across a broad range of large diesel engines and transmissions
- Experience managing remote individuals and teams. Hands on leader.
- Strong organisational skills and the ability to thrive under pressure.
- Strong customer relation skills with a high attention to detail.
- Proficient in Microsoft Office. Relevant experience of engineering ERP software would be an advantage.
- A current driving license.
- Solid commercial awareness.

LINES OF COMMUNICATION:

- Line manager – Region Manager
- Peers – Sutton Workshop Supervisor, other Business Unit Service Managers
- Internal Departments – Finance, Marketing, Sales, Technical, IT and Warranty.
- Direct Reports – All Field Service Engineers, and associated admin and indirect staff.
- External – Franchise Partners, Customers, Manufacturers & Suppliers

LEVELS OF AUTHORITY:**FINANCIAL:**

Full authority for:

- Field Service revenue, cost and profit
- Utilisation, recovery rates and stock levels

PERSONNEL:

- Field Service team

ANY OTHER DUTIES / RESPONSIBILITIES

- Maintain a good level of industry knowledge
- Represent Mitchells professionally as required
- Use skills and ability to support staff in all areas of the business

Approved by Managing Director :

Date:

This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual, and associated documentation. Copies of these documents are available from your Line Manager.

Signature: _____

Date: _____

(Employee)