

## **NIT Portadown – Service Manager**

We have a vacancy for a Service Manager to manage our workshop operations in Portadown. We currently employ eight technicians working a two-shift system and providing 24/7 breakdown cover. The successful candidate will be reporting to the Group Service Manager and will be responsible for all aspects of the Portadown Service department operations and the site in general which includes:

### **Workshop Management**

1. Day to day management of the Service department staff.
2. Ensure the achievement of key targets such as Technician efficiency, productivity and labour sales.
3. Ensure a supportive and motivational workplace environment that creates the conditions conducive to delivering only excellent standards of workmanship by all your team.
4. Leading by example and respect to motivate your team and encourage skills and behaviours associated with the Iveco and NI Trucks brand values.
5. Ensure that the workshop and department are kept clean and tidy at all times and a high level of general housekeeping is observed.

### **Training & development of staff**

6. Work with HR if required to ensure Technicians, Apprentices and staff receive correct and adequate training to enable them to carry out their roles to the best of their ability, and to encourage their personal development within the Company.

### **Workplace Health and Safety**

7. Ensure that everyone is working in a healthy and safe environment by managing Health & Safety processes to ensure statutory and company compliance.

### **Essential Experience/Qualifications required**

8. You must have at least three years recent experience as a senior supervisor or manager in a vehicle repair and maintenance workshop, or similar environment.
9. You must be customer focused with the desire to provide consistent high quality workmanship.
10. Have excellent communication skills and the ability to work under pressure and to deadlines
11. Proven ability to lead, manage and motivate a service team.
12. A good knowledge of Health and Safety requirements.
13. Full valid driving licence.

### **Desirable Experience**

1. Qualified Technician
2. Good technical knowledge of commercial vehicles.
3. Possess IOSH (or equivalent) certification.
4. Experience of the Keyloop DMS would be advantageous.
5. Driving licence LGV C1 or C2.

### **Please note**

6. The above list is not exhaustive and may be subject to change. It should be noted that the duties, designation and location of the post may be subject to change to meet the changing needs of the organisation.
7. NI Trucks reserve the right to review the experience and qualifications required depending on the volume of applicants.

8. If you feel up to the challenge and have the relevant experience and ability we need please email your CV to [jobs@ni-trucks.co.uk](mailto:jobs@ni-trucks.co.uk) with a covering letter outlining how your experience meets the needs outlined above. Closing date 26 April 2024.