

Workshop Controller - Mallusk

NI Trucks Limited is the Iveco Commercial Vehicle Dealership for Northern Ireland. We specialise in New & Used Truck Sales, along with their servicing and parts. Our aftersales also covers all makes of commercial vehicles.

We have a vacancy for a Workshop Controller in our Mallusk Depot. The successful candidate will be reporting to the Service Manager and will cover a broad range of responsibilities within the Service Department. This role would ideally suit an existing Workshop Controller looking for a new challenge or an experienced Service Advisor or a Senior Technician looking to progress into management.

Workshop Controller

1. Working under the guidance of the Service Manager to manage the day to day operation of the service department to ensure the achievement of key targets such as workshop loading, Tech Utilisation and Tech Efficiency, ultimately driving labour sales.
2. Day to day management of the workshop technicians in conjunction with service advisors and warranty staff.
3. Ensuring any required processes or operations are adhered to, e.g. Warranty compliance.
4. Work with all Service staff to ensure that the highest levels of quality are achieved.
5. Ensure that the workshop operates as efficiently as possible with high productivity levels.
6. Generate weekly and monthly reports as required and liaise with dealership management to ensure a smooth running and efficient department.
7. Build effective relationships with customers that stimulates loyalty to the business.
8. Working with key contract stakeholders to ensure adherence to contractual obligations.
9. Working with the wider service department team to ensure financial targets are met.

Workshop Maintenance

10. Ensure that the workshop is always kept in a clean condition and a high level of general housekeeping is observed. Ensure that all equipment is kept in working order and all tools are maintained in a calibrated state as required and stored in an orderly and safe manner.
11. Responsibility for maintaining a register of all workshop tools and equipment.

Training

12. Work with the Service Manager to review training requirements of all workshop personnel to ensure that the required manufacturer training courses are completed, and training plans are kept in place to ensure we have adequate technical skill resource available.

Health and Safety

13. Assist with the management of Health & Safety processes to ensure statutory and company compliance, environmental care and the maintenance of safety systems and safe ways of working within the service area.
14. Perform and record routine safety inspections or risk assessments on equipment and premises.

Environmental

15. Ensure that all required Company environmental conditions are fulfilled and maintained.

Essential Experience and personal attributes

16. You must recently have at least two years' experience with a vehicle dealership or other similar environment in a service department role.
17. The ability to gain the respect of Technicians and your colleagues.

18. You must be customer focused with excellent communication skills and the ability to work under pressure.
19. You must be Microsoft competent to intermediate level.
20. You must be focused on your job with excellent administrative ability.
21. You must be reliable and able to work on your own initiative when required.

Desirable Experience

22. Good technical knowledge of commercial vehicles.
23. Experience of the Kerridge/CDK DMS would be advantageous.
24. C2 Driving licence.

Please note:

25. 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.
26. NI Trucks reserve the right to review the experience and qualifications required depending on the volume of applicants.
27. Core hours of work – 0800 to 17.00 Monday to Friday. You must also be available to work Saturdays on a rota basis.
28. 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 with a covering letter outlining how your experience meets the needs outlined above.
29. The closing date for receipt of applications is Friday 5 December 2025.