

Technical Maintenance Controller

Location: Northampton

Salary: Dependent upon experience

Brief description

We're seeking someone with strong technical ability and leadership skills to join our Specialist Fleet Services (SFS) team as a Technical Maintenance Controller. In this role, you will be responsible for providing technical guidance, support and advice to fleet desk staff and overseeing the management of maintenance providers.

Purpose of the role

To ensure that vehicle maintenance is managed professionally and pro-actively to maximise vehicle availability whilst minimising maintenance spend.

Duties and responsibilities

- Ensuring the Health and Safety and wellbeing of team members
- To oversee management of maintenance providers by;
 - Negotiating with third party repair agents to ensure fair charges
 - Identifying any issues with income, fixed costs, tax and the maintenance budget, then highlighting and resolving them to ensure accurate financials
 - Sourcing the most competitive and cost-efficient parts and suppliers
 - Highlighting product issues to manufacturers ensuring safety and that any costs incurred are reimbursed by the manufacturer
 - Negotiating and agreeing terms and SLA'S
- Participate in the day-to-day activity of the Fleet Desk Operations by;
 - Ensuring that the desk operating hours of 7.00am to 7.00pm are maintained
 - Authorisation and cost control of all work
 - Providing technical guidance, support and advice to fleet desk staff, depot staff and customers
 - Organising warranty repairs and third-party repairs
 - Covering for team members when absent ensuring that hire, legislation, work authorisation, recharges and contracts have service continuation
 - Recharging promptly damaged charges
 - Promptly sending technical bulletins provided by manufacturers on to maintenance providers and SFS workshops
 - Participating and arranging adequate rotas for a callout facility for out of hours breakdowns

- Ensuring that all vehicle safety recalls are carried out by informing the contract of the safety recall and chasing for confirmation that they recall has been completed

Skills

- Strong people skills with the ability to lead and motivate others
- Good attention to detail
- Excellent computer literacy
- Full UK driving license (Category C+E) an advantage but not essential
- Strong technical ability

Qualifications and relevant experience

We are looking for someone who has either had an apprenticeship in the automotive industry or a HNC in Automotive Engineering and Science or equivalent. Having a CPC qualification in Road Haulage would also be an advantage along with a knowledge of Fleetwave management system.

Working hours

40 hours per week, Monday to Friday, 8 hours per day variable dependent on business needs (one hour for lunch)

Training

Relevant training will be provided