

Job Overview:

Service Manager

Job Title: Service Manager	Location: Stevenage	Company: Gratte Brothers Catering Equipment Limited (GBCEL) – Service & Maintenance.
Reporting to: Operations Manager	Responsible For: Catering Service and Maintenance Engineering Team	

Job Purpose:

Create and successfully implement a service delivery system and culture to ensure GBCEL are the 'aspirational' choice for customers requiring high quality, cost effective, professional catering servicing.

To pro-actively lead and manage the external service and maintenance engineering group to deliver an agile, efficient, technically competent, 'best-in-class' and profitable catering service that fully embraces GBCEL's 'Customer First', 'Safety First' and 'One-Team' ethos.

Collaborate and liaise with both internal and external stakeholders, championing the engineering perspective. As a member of the Catering division senior leadership team, actively participate and contribute to business wide discussions, planning and delivery of agreed goals and objectives.

Support the future vision to deliver profitable growth in service/overall business revenues, developing appropriate structures, ensuring opportunities are created for personal development within the engineering team as well as identifying and supporting 'future leaders' of the business through their journey.

Key Areas of Responsibility:

- Deliver an agile, efficient and customer-first focussed, best in-class, profitable engineering service, creating appropriate plans and developing a culture that ensures we are best in-class and the aspirational choice for the catering industry.
- Ensure technical competence and compliance across all aspects of service and maintenance engineering functions, including Refcom, Gas Safe and internal initiative, 'Safety1st@Gratte'.
- Mentor and support team leader group and engineers including managing the development, and on boarding, of existing and new service engineers.
- Manage PPM planning process in liaison with internal service and contracts teams to ensure effective engineering deployment and timely completion to meet customer requirements.
- Take the engineering/technical lead for customer visits/issues, investigating and implementing relevant changes.
- Support and partner sales team with business development activities, including working on tender documents, presenting engineering proposals including deployment and escalation strategy.
- Ensure engineering resources are deployed appropriately and report on effectiveness/efficiency.
- Identify/review improvements opportunities and effectively implement.
- Liaise, communicate and collaborate with internal stakeholders to ensure SMART, positive outcomes.
- Develop and implement an annual plan for engineering activities/improvements.
- Conduct regular individual and team meetings including onsite audits and appraisals.
- Prepare on-call, weekend overtime and wage information.
- Represent engineering team at GBCEL senior team meetings, HSEQ events/meetings, etc.

***This is a broad overview of the position and does not encompass all aspects of the role.
Gratte Brothers are an equal opportunities employer and welcome applications from all.***