

Job Overview:

Team Leader

Job Title: Team Leader	Location: Field-based	Company: Gratte Brothers Catering Equipment Limited (GBCEL)
Reporting to: Service Manager		

Job Purpose:

To undertake the working activities of a Senior Engineer. To lead and mentor a regional team of Engineers to deliver industry-leading customer service in an efficient and effective manner.

Key Areas of Responsibility:

- Undertake working activities of a senior engineer.
- Lead and mentor a regional group of engineers.
- Exemplify company values.
- Conduct regular quality and customer satisfaction audits.
- Undertake H&S audits and toolbox talks.
- Build effective local relationships with existing key customers.
- Promote best practice both within the region and across the regional groups.
- Provide technical support and advice to engineers, customers and office.
- Develop technical relationships with manufacturers and cascade information through the business.
- Support internal team to ensure good communication between office and engineers.
- Undertake projects and activities to assist in the development of the service business.
- Working in conjunction with the Service Manager & Technical Support Manager to develop the skills necessary to deliver industry leading service to meet the current and future needs of our customers.
- Co-ordination of key account contracts

***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.***

Knowledge & Experience

- Knowledge of MSFT Office, including Word, Excel and Outlook.
- 10 years + mixed experience of working within the catering equipment service industry.
- 3 years + experience of developing and supporting key customer relationships.
- 5 years + experience of supervising engineers.

Attributes & Skills

- Supportive leadership style.
- Team player.
- Reliable and professional attitude towards work.
- Flexible and methodical approach to their work.
- Effective problem solver.
- Good Communication skills.
- Good organisational skills.
- Good level of numeracy.

Qualifications

- Technical training qualifications within Catering equipment industry.
- Gas qualification.
- Electrical qualification.
- Refrigeration.