



WORKSHOP DEPOT MANAGER STEVENAGE

VMS Fleet Management is a forward thinking accident and fleet management company with offices based in East Anglia and Hertfordshire. VMS provides a wide range of services to blue chip fleet operators and Insurance Companies that includes Accident Management, Contract Hire, Repair and Maintenance Services, Salvage and Fleet Disposal.

An excellent opportunity has arisen for an experienced workshop depot manager to join a well-established and busy commercial vehicle repair workshop in Stevenage.

You will be responsible for developing profitability and ensuring the depot operates efficiently and provides outstanding customer service.

You must be assertive and influential with a proven track record in a managerial role.

You will be a keen motivator and a strong leader, willing to lead from the front but also be willing to go the extra mile to get the job done.

An extensive knowledge of commercial and light commercial vehicles is essential.

You will be overseeing a team of technicians and admin staff, the position holds responsibility for all workshop activities, for achieving the highest level of customer service, maintaining a clean, efficient workshop and achieving the highest standards of presentation.

The role involves monitoring the progress of jobs in the workshop, controlling the wastage of consumable materials, ensuring jobs are fairly allocated to Technicians, ensuring a high productivity output and that all work carried out complies with retailer, manufacturer and industry health and safety guidelines.

Providing regular updates to call centre on work progress and planning of vehicle MOT's.

You will be required to:

- carry out regular process reviews to identify operational issues and ensure appropriate follow up actions are taken to rectify.
- Manage the performance of workshop to ensure that KPI and SLA targets are achieved.
- Experience of working within the motor vehicle industry.
- Knowledge / experience of leading teams.
- An understanding of Operators Licence Laws and Regulations.
- Delegate workloads to Admin staff as well as mobile and workshop Technicians.
- Liaising with Technicians both mobile and workshop based.
- Ensuring WIP's deadlines are met and carried out in a cost-effective manner.



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- Adhering to company`s Health and Safety regulations to prevent accidents within the workplace.
- Ensure Technicians meet their target hours.
- Have an understanding of Autodata and be able to create accurate estimates.
- Oversee and manage stock control.
- Participate in any training deemed appropriate.