



Be the Driving Force Behind Our Success: Service Manager Wanted

ETV Inverness – Where Your Career Accelerates

Competitive Salary | Career Development | Family-Run Business | Inverness, Highland

With a heritage spanning almost 30 years, Elgin Truck & Van Centre Ltd. has become a beacon of excellence and innovation in the North of Scotland. Our commitment to quality and service, backed by our family values and deep industry knowledge, sets us apart. Due to an internal restructure, we're looking for an **HGV Workshop Manager** not just to join us, but to become a key player in our journey forward.

Why you?

Because you're not just seeking a job. You're looking for a place where your work makes a tangible impact. You want to lead a team that's as passionate about trucks and vans as you are. You're driven by the challenge of maintaining excellence and seeing new benchmarks in the automotive service industry.

What's in it for you?

- **Empowerment to Lead:** Take charge of a dynamic team, fostering an environment where ideas flourish and achievements are recognised.
- **Growth and Development:** With access to manufacturer training from MAN, Renault, and Isuzu Trucks, and a clear path for career advancement, your potential is limitless.
- **A Rewarding Environment:** Enjoy a competitive salary, a robust pension scheme, and a work culture that values work-life balance.
- **Be Part of a Legacy:** Join a family-run business that values every employee and contributes significantly to keeping the North of Scotland moving.

Your Role Will Involve:

The HGV (Heavy Goods Vehicle) Workshop Manager oversees all aspects of the HGV workshop operations, ensuring the efficient functioning of the facility and the delivery of high-quality maintenance and repair services. This role involves managing a team of technicians, coordinating workflow, implementing quality control measures, and liaising with customers and other departments to meet organisational objectives.

Team Leadership and Management:

- Lead, motivate, and develop a team of HGV technicians, providing guidance, training, and support as needed.
- Allocate workload and monitor productivity to ensure optimal utilisation of resources.
- Conduct regular performance evaluations and implement strategies to enhance team performance and morale.

Workflow Co-ordination:

- Plan and schedule repair and maintenance tasks based on priority, urgency, and available resources using franchise programmes, DMS and other IT based systems.
- Coordinate with other departments to ensure the smooth flow of vehicles through the workshop and minimise downtime.
- Monitor workflow progress, address any issues or delays, and adjust schedules as necessary to meet deadlines.

Quality Assurance:

- Implement quality control measures to ensure that repairs and maintenance work meet industry standards and regulatory requirements.
- Conduct regular inspections of completed work to verify compliance with quality standards and customer specifications.
- Investigate any incidents of substandard workmanship or customer complaints and take corrective action as needed.

Customer Service:

- Build and maintain positive relationships with customers, providing prompt and courteous service and addressing any concerns or inquiries.
- Liaise with customers to understand their service needs, provide accurate estimates, and ensure satisfaction with completed work.
- Act as a point of contact for customer feedback and take proactive steps to resolve issues and improve service delivery.

Health and Safety Compliance:

- Enforce health and safety protocols and procedures to create a safe working environment and minimise the risk of accidents or injuries.
- Conduct regular safety inspections and audits, identify potential hazards, and implement corrective measures as needed.
- Provide safety training to team members and promote a culture of safety awareness and compliance.

We're Looking For:

- Proven experience in a managerial role within an HGV workshop or similar automotive environment.
- Strong technical knowledge of HGV systems, components, and maintenance practices would be a benefit.
- Excellent leadership and people management skills, with the ability to inspire and empower team members.
- Effective communication and interpersonal abilities, with a customer-focused approach to service delivery.
- Proficiency in workshop management software systems.
- Sound decision-making and problem-solving capabilities, with a proactive and solution-oriented mindset.
- Relevant qualifications in automotive engineering, mechanical engineering, or a related field are preferred.

Hours of work - Monday to Friday 0800 - 1700hrs

Every 2nd Saturday 0700-1200hrs

Job Types: Full-time, Permanent

Benefits:

- Company pension
- Cycle to Work Scheme
- Private Healthcare after 3 years full Service

Schedule:

- Day shift
- Weekend availability

Job Types: Full-time, Permanent

Expected hours: 40 – 45 per week

Benefits:

- Company events
- Company pension
- Cycle to work scheme
- Private medical insurance

Schedule:

- Monday to Friday
- Weekend availability

Are you Ready to Shift Gears in Your Career?

Don't just send us your CV. Tell us your story. Why Elgin Truck & Van Centre Ltd? How do you envision making a difference with us? Click our [Apply Here](#) button and complete our form, attach your CV and your cover letter or email to personnel@etvc.co.uk.