

JOB DESCRIPTION – TEAM LEADER

Job Title	Team Leader – Diesel Division
Date Reviewed	May 2021
Responsible To	Diesel Service Manager
Responsible For	Service Controllers and PPM Schedulers
Location	Kent

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee reliable power. For 31 years we've been supplying UPS systems, standby diesel generators and more recently Battery Storage and Gas Generation solutions providing our clients with reliable back-up power schemes for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel/gas generators, uninterruptible power systems, battery storage, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or large scale bespoke applications, covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service.

Overview

The Service Team Leader is a key function who is responsible for leading the scheduling and service functions to co-ordinate our field engineering and contracting teams across the UK. This role has responsibility for the day-to-day team leadership of the customer service teams, safeguarding the business brand and reputation.

You will support and advise your teams to deliver an exceptional customer experience, maintain high levels of customer service and evolve the customer journey. You will deliver effective leadership and motivation, whilst managing daily KPI's, planning schedules and financial delivery. Travel to our Head Office in Berkshire will be required on an ad-hoc basis.

Responsibilities

	Ensure contractual service delivery targets (SLA's) are achieved through the service scheduling teams with a focus on continuously optimising the service.
	Review and monitor the standards of the service delivery and customer care journey, making recommendations as required.
	Relentless about achieving performance objectives and exceeding the service delivery plan by working with and coaching the team.
	First point of client escalation regarding planning and scheduling issues.
	Co-ordinate with and support the planning team as required to ensure that high levels of engineer utilisation is maintained.
	Liaise with Technical, Projects & Sales to resolve any performance issues or matters arising.
	Work closely with SME to arrange Engineer visits c/w job notes.
	Ensure Engineer service job packs are relevant and accurate, working with the planning team and front-line Engineers.
	Review and coordinate engineer site reports ensuring all remedial works are captured and followed through.
	Support the Diesel Service Manager and deputise as required when he is absent or out of office.
	Manage financial and operational KPI's to reduce the risk and associated costs.
	Communicate deadlines and goals to team members.
	Conduct team meetings to update members on best practices and continuing expectations.
	Collate and manage weekly and monthly reports.
	Work with the Technical Supervisor and Engineers to ensure accurate and timely delivery of spares.
	Ensure the accuracy of stock levels.
	Create Purchase orders for job related parts required.
	Support with the approval process of Engineer Timesheets, analysing for accuracy.
Administration	
	Recording and distributing to the relevant department all supplier invoices.
	Expedite purchase orders with related quotations and processing where appropriate.
	Maintain and update all relevant health & safety documentation.
	Managing and answering inbound calls and emails from clients, providing assistance where possible.
	Follow all business policies to contribute to the departments performance targets.

Person specification

Key skills and knowledge	Desired/Essential
Ideally 3 years' experience in a customer facing scheduling environment.	Essential
Previous experience of leading a team to deliver results - ideally in a service environment.	Essential
Strong commitment to customer care and meeting customer needs.	Essential
Knowledge of engineering or power industries	Essential
High attention to detail with the ability to manage several projects at the same time	Essential
Accurate typing/data entry	Essential
Strong team player with a willingness to learn and progress	Essential
Systematic approach to problem solving and organisation	Essential
Good literacy, numeracy and IT skills with an excellent knowledge of MS Office	Essential
Lives within 30 miles from Clayton West	Desired