

**How to use this guide**

The HR Toolkit Job Descriptions are provided as a generic overview and guidance, they are not definitive examples of any role within the automotive retail industry. Please feel free to copy and paste the format and then tailor to the specific requirements of your business.

**Workshop Controller**

About the business: *[Tell candidates about your business for example: when it was formed, scale of your operation, any awards received, what you actually do and any future plans you can share]*

Job title: Workshop Controller

Location: *[Candidates expect to know where they will be based geographically]*

Reporting to: *[Candidates should know their reporting line]*

Salary expectations: *[Salary ranging from £30-35k + potentially OTE , + Benefits]*

Reason for role: *[Candidates often like to know why the role is being advertised, it can help them to prepare for interview and potentially look to your business as a preferred employer. Reasons could include: expanding the team, development from within creating an open role, expansion of the business, new role etc.]*

Role description: *[You must be clear on the main tasks of the job role]*

The Workshop Controller is one of the busiest and most important roles within the dealership. It consists of assigning work to Vehicle Technicians to ensure the smooth running of the workshop. The role will involve ensuring all incoming work is planned as well as managing the time and resource of your team. You will assign a team of Technicians to tasks, ensuring productivity is maximised and that deadlines are always adhered to.

- Using internal systems to book vehicles into the workshop and allocate workflow
- Keeping track of the vehicles' progress and ensuring the vehicle is ready at the promised time
- Maintaining thorough product knowledge and updating your knowledge through manufacturer led training
- Ensuring close management of the workshop in relation to all targets and bonuses
- Creating close relationships other managers to ensure warranty/parts/internal works are communicated and adhere to any Service Level Agreements
- Working to manufacturer customer satisfaction targets

Person specification: [*This details what you are looking for in a candidate e.g. their experience, personal attributes and other key factors such as working to targets*]

- Minimum of NVQ level 3 in Light Vehicle Maintenance and Repair
- Prior workshop experience essential
- Ability to work calmly under pressure
- Well-developed management and leadership skills
- Demonstrates an honest and diligent approach to work
- Excellent Management and leadership skills
- A full and valid UK Driving Licence

Key Benefits: [*You may want to highlight key benefits e.g. competitive salary, company pensions, bonus, holiday allowance, training and development opportunities etc.*]

Benefit packages can include:

- Discounts on new and used car
- Contributory pension scheme
- [XX] days holiday
- Award winning In-house and manufacturer training
- Great career development opportunities

Seniority level: [*Candidates will look to this to see if they are at the right level in their careers in order to apply*]

Entry Level/Junior/Experienced/Middle Manager/Senior Manager/Director Level

Note: Additional tasks may be assigned from time to time that should not make material changes to the employee's responsibilities. This job description does not constitute a contract of employment.