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| Job Title: | Controller (Nights) | Reporting To: | Location Manager |
| Department/Group: | Head Office | Job Code/ Req#: | N/A |
| Location: | Northampton | Travel Required: | No |
| Level/Salary Range: | £27,500.00  | Position Type: | Full Time |
| Shift Pattern | 4 on/4 off | Hours | 19:00 to 07:00 |
| HR Contact: | Susan Collins | Date Compiled: | 26/06/2021 |

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| Main purpose of role |  |
| To ensure that Breakdowns and Defects are dealt with, processed and completed appropriately within company guidelines, timescales and Service Level Agreements whilst ensuring effective use of company assets and resources. To ensure allocated Administration tasks are processed effectively and within company guidelines |

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| Job Description |
| Role and Responsibilities* Ensure Breakdowns and Defects are processed, despatched and updated as per SLA’s or as detailed in process documents
* Ensure Customer Expectations and Service Level Agreements are met and adhered to at all times.
* Ensure Administration work is processed and procedures are adhered to as detailed in process documents
* Ensure information sent to customers is accurate and in line with company requirements
* Ensure accounting and operational deadlines are met
* Ensure accurate and timely completion of all procedures, company documentation and reports
* Ensure computer and operational system records are maintained effectively
* Ensure compliance with Health and Safety legislation
* Undertake any other duties which the company from time to time may reasonably request
* Complies with all aspects of ISO 9001:2015 under your remit

Qualifications and Education Requirements* 1 year’s relevant work experience
* Basic education required

Preferred Skills* I.T. skills to include use of internal systems, Microsoft Excel and Word
* Effective communication & Organisational skills

Additional Notes**Range of relationships**: Internal cross functional relationships, Customer and Supplier contact |

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| Approved By: |  | Date: |  |
| Last Updated By: | Mike Samuel | Date/Time: | 26/06/2021 |