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Hire & Service Coordinator

The Role:

The Hire & Service Coordinator role is responsible for various tasks to ensure the smooth and effective running of our Safety, Plant, Tool and Specialist hire departments.

Liaising with our customers, suppliers and colleagues within our teams, to ensure excellent customer service is provided at all times, both internally and externally.

To provide support to the Hire operations and workshop teams, ensuring all administration within our systems is complete and providing full operational support to all other areas of the business where required.

The role supports the customer service team, manages central mailboxes for the likes of customers enquiries, quotes, off hires and breakdowns, coordinating machine operators, whilst communicating with customers and suppliers ensuring information is processed accurately and efficiently.

Key Responsibilities:

On Hire, Off Hires & Breakdowns

- Supporting our Customer Service Desk with all incoming enquires, orders and queries.
- Contact preferred suppliers to attend site and raise relevant workshop jobs in the system and purchase orders for breakdowns reported by site that require third party assistance.
- Follow up on all third party repairs to obtain paperwork and costings, and process in the system.
- Manage the off hire mailbox for all incoming requests.
- Process in the system, selecting collection as required and providing the logistics team with any specific collection requests.
- Confirm off hires in the system from information documented on the returns register, liaising with the operations team on all queries.
- Process off hire confirmations within the Glasgow depot for all equipment returned as detailed on the Glasgow returns register, raising depot transfers for equipment to be returned to Walsall for service/repair.
- Confirm hire asset availability with the sales team for incoming enquiries.
- Maximise all hire opportunities to assist with hire utilisation and profitability.

Operators

- Source machine operators for BCS plant equipment where required. Complete all checks required prior to arrival on site, including license details and competency via our induction process.
- Ensure the induction process is completed within the required time frames and the operator matrix is updated at all times with all information as required.
- Manage all operator timesheets ensuring they are provided as required.
- Process the charge and costing information in the systems in a timely manner.

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- Provide departments with workshop equipment recall information and the Plant department with machine inspection recall information.

Equipment Recall

- Complete monthly equipment recall letters and send to customers detailing equipment due inspection.
- Liaise with customers for all exchanges required and/or arranging for our technicians to attend site to complete inspections.
- Confirming with the operations team when this can be achieved.
- Follow up all monthly recalls as per process.

Damage & Loss

- Coordinate and process damage and loss notifications from workshop jobs, confirming the system is correctly updated by technicians and fitters with the relevant details.
- Working with the management team to ensure costs and charges are accurate, ensuring That they are charged within the customer SLA, whilst all queries are responded to within the agreed time frames, and charges are confirmed as per process.
- Process of asset disposals in the system following approval by management.

Cost Management

- Coordinate all equipment externally hired for BCS. Contacting preferred suppliers to source equipment following receipt of an approved requisition.
- Process hire orders in the system and monitor durations.
- Off hire with suppliers as requested and process system costing GRNs.
- Monitor system hire reports to ensure all costs are captured and revenue charged accordingly.

Other Duties

- Provide cover as required for the Workshop Team Leaders, checking supplier orders Received and processing goods received notes in the system for all stock, parts, components etc.

Key measures & targets:

- Accuracy and efficiency of operator timesheets
- Outstanding and overdue customer statutory inspections
- Number of unconfirmed damage notifications
- Number of outstanding third party repairs in the system
- Management of central mailboxes
- Turnaround time of customer equipment and quotations
- Efficiency of third party repairs
- Hire Fleet Utilisation

Key relationships:

- Head of Hire
- Hire Manager and Plant Manager
- Workshop Team Leaders
- Customers

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Person Specification:

The successful candidate is likely to meet all of the following criteria:

Essential

- Good administrative and organisational skills.
- Computer literate essential
- Excellent communication skills, able to work alongside management, technicians/fitters and site personnel
- An effective team member with a highly supportive, collaborative approach
- Good understanding of customer service expectations and excellent telephone manner
- A flexible and adaptable approach, you'll enjoy a varied work day in a fast-paced operational environment where you'll manage multiple tasks, deadlines and targets whilst maintaining high standards of accuracy
- A commitment to continuous improvement
- To have a commercial awareness

Desirable

- Previous experience within the equipment hire industry
- Product knowledge of plant, tools, safety and survey equipment
- Hire/Rental system experience, similar to Syrinx or Summit

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

About BCS Group:

BCS Group, a subsidiary of Barhale Holdings Plc, is a privately-owned company. We are a leading supplier of safety and construction products and services that has depots in both the Midlands and Scotland. We pride ourselves on providing a first-class service to all our customers, ensuring the right product or solution is delivered to the right location on time. With over 5,000 items within our core range, BCS Group can fulfil any order and ensure it is delivered direct via our own dedicated transport fleet or those of our partners.

Manufacturing: Our capabilities include standard and bespoke signage, labels, temporary and permanent road traffic signs and bespoke steel fabrication/installation which includes foot bridges, walkways, flooring, guardrails, ladders and tunnelling products.

Extensive Stock Range: Distributor of leading industry brands in PPE & clothing, traffic management, safety & lifting and site equipment products. These include Bollé, Pulsar, Globus, Rock Fall, Progarm, Portwest, Melba Swintex, Oxford Plastics, JSP, Nissen, Carters, Orafol, Crowcon, Radiodetection, Dräger, Ridgegear, and Plant Nappy.



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Since 1999. We have our own purpose-built maintenance and calibration facility for gas detection, cable avoidance, breathing apparatus and lifting equipment which along with our fully equipped mobile calibration unit is where all maintenance and repairs are carried out. Our staff are trained and fully qualified in maintenance, calibration and inspection of a full range of specialist safety & lifting equipment.

Our People: With a direct work force philosophy, the company culture is driven by our core values, which describes how we act day-to-day. We ensure all your needs are met through our national call centre and dedicated account management.

Triple Accreditation: ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2011 standards, which means our customers can have complete confidence that we have an ongoing commitment to be a safe, efficient and responsible partner.

How to apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to vacancies@bcsgroup.co.uk

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.