

Depot Manager

Job Title	Depot Manager
Business Unit	IDE Rental
Department / Location	IDE Thurrock Depot
Reports to	Rental Operations Director
Date of Compilation	January 2021

Role Purpose

Manage the day-to day operations of the depot with associated profit & loss account.

Maximising sales growth and profitability, through providing outstanding customer service, proactive selling and maintaining productive, efficient depot hire processes.

Growing the customer base through effective partnership with IDE's sales and marketing teams.

Recruiting, mentoring and developing talent within the depot and wider IDE business.

Holding regular team meetings and wider communication with the IDE business.

Ensuring equipment is 'ready for hire' through effective management of the hire process; hire quotations, hire contracts, off-hire process, equipment servicing, delivery / collections and resolving customer queries.

Accountability for stock availability, stock accuracy and financial return of assets.

Driving a depot culture of; safety, compliance and best practice sharing.

Liaising with customers to ensure they're satisfied with the depot's services.

Ensuring every opportunity is maximised to proactively upsell IDE's current and new product ranges, such as electric vehicle chargers and power monitoring services.

Head Office / Manufacturing

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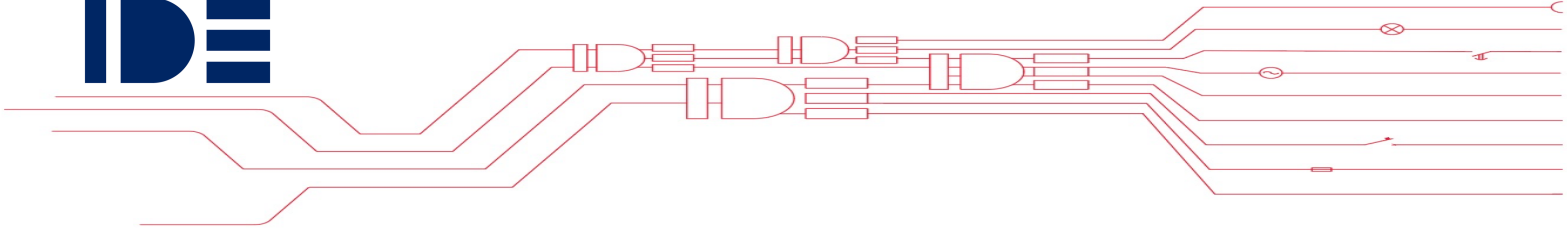
Rental Centres

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Data Scope	
Financial Responsibilities	Proactively driving customer sales in order to achieve depot budget.
Product Responsibilities	Maintaining depot stock assets Fulfilling customer equipment orders
Office Activities	Managing customer enquiries Leading colleague training and development
Warehouse Activities	Managing an efficient and safe warehouse Ensuring sufficient and accurate stock levels

Principal Accountabilities	
1.	Managing the day-to day operational processes of the depot
2.	Driving sales revenue and profitability of the depot
3.	Providing outstanding customer service
4.	Ensuring sufficient and accurate stock levels
5.	Driving Health & Safety standards within your depot
6.	Leading and developing your depot colleagues

Essential/Preferred Attributes		
	Essential	Desirable
Qualifications	Excellent numeracy & literacy skills PC literate Driving Licence	Electrical engineering qualification Forklift licence
Experience	Previous experience as a depot manager in the hire or relevant customer service industries. Sales experience.	Experience within the temporary power sector. Experience with digital technologies.

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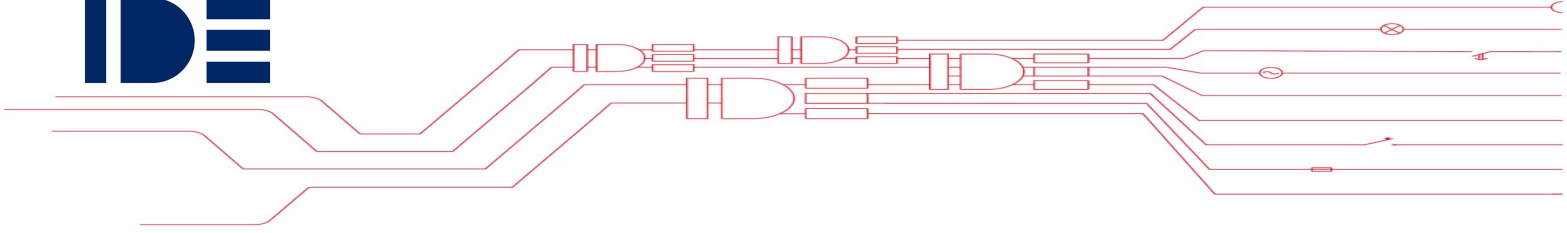
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	Managed, led and developed teams.	
Skills	Excellent customer service skills. Strong leader with great communication skills. Capable of taking ownership & responsibility. Ability to adapt to operational changes & challenges Well organised.	Ability to understand profit and loss accounts.
Knowledge	Knowledge of the Hire process Knowledge of Health & Safety at work	Knowledge of the temporary power products and electric vehicle charging technologies.
Other Attributes	High level of integrity Team player	

Role Key Performance Indicators	
1.	Depot Rental Revenue & Profitability
2.	Return on Hire Assets
3.	On Time Deliveries & Collections
4.	Item availability (items returned, serviced / repaired & ready for hire)
5.	Customer Satisfaction

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