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Apprentice - Hire Administrator

The Role:

The Apprentice Hire Administrator role is responsible for various administration tasks within the Safety, Plant, Tool, Fleet and Specialist hire departments.

To process operator timesheets and third party repair jobs within the system and coordinate damage and loss charges.

Key Responsibilities:

Operators

- Maintain the operator matrix ensuring all information is provided, including the feedback following completion of week 8.
- Manage all operator timesheets ensuring they are provided as required. Process the charge and costing information in the systems in a timely manner.

Equipment Recall

- Complete monthly equipment recalls letters and send to customers detailing equipment due inspection.
- Liaise with the customer for all exchanges required, raising relevant new hires and off hires in the system.
- Follow up all monthly recalls as per process.
- Provide internal departments with workshop equipment recall information and the Plant department with machine inspection recall information.

Off Hires & Breakdowns

- Follow up on all third party repairs to obtain paperwork and costings, and process in the system selecting recharge as required.
- 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.

Damage & Loss

- Coordinate damage and loss notifications from workshop jobs confirmed in the system by technicians and fitters that are deemed rechargeable.
- Manage the SLA of date sent to date charged ensuring queries are responded to ASAP and charges are confirmed as per process.
- Process disposals in the system following receipt of forms signed off by management as per process.
- Process commercial vehicle damage notifications in the system, recharging allocated drivers.

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- Liaise with regional contacts and Fleet Supervisor for high value charges.

Internal Cost Management

- Coordinate all equipment externally hired for BCS.
- Process hires orders in the system and monitor durations. Off hire with suppliers as requested and process system costing GRNs.
- Monitor system hire reports to ensure cost accruals are accurate.

Fuel Cards

- Order fuel cards for all long new term commercial vehicles, coordinating the fuel card delivery to the regional contact or driver.
- Manage the fuel card register adding all new cards received and removing all cards for vehicles off hired.

Key measures & targets:

- Accuracy and efficiency of operator timesheets
- Number of unconfirmed damage notifications
- Number of outstanding third-party repair in the system
- Management of central off hires mailbox

Key relationships:

- Hire Manager and Plant Manager
- Hire Coordinator
- Plant fitters
- Customers
- Fleet Supervisor and Coordinator

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, fitters, drivers and site personnel
- Able to deal with reactive work

Desirable

- Computer literate
- Proficient in Microsoft packages

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

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- 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.

Safety Equipment Servicing: Specialist safety & lifting repair, calibration and inspection 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.