



TCR Group – Operational Supervisor - Heathrow



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Operational Supervisor – TCR

The Opportunity

Join our team as an Operational Supervisor and take the lead in managing staff and day-to-day operations within the workshop and airside. You will oversee efficient operations, promote safety, and ensure high-quality customer service while managing productivity, resources, and staff performance. This role requires strong leadership, organizational skills, and a focus on operational excellence.

Key Responsibilities

- Proactively manage workshop staff and space, ensuring productivity and chargeable hours are maximized.
- Efficiently allocate jobs to technicians using the SAP application.
- Promote safety in the workplace, ensuring adherence to safe working practices for all staff, visitors, and subcontractors.
- Ensure ISO procedures are followed and workshop excellence reports are completed.
- Manage tooling and equipment, including maintaining records for calibration and registration.
- Prepare customer quotes based on Service Level Agreements (SLAs).
- Conduct yard checks and maintain an accurate whiteboard with job status updates.
- Ensure parts are ordered and allocated to jobs efficiently.
- Complete and send daily status reports to customers.
- Investigate accidents, incidents, or near-misses and report findings.
- Oversee job updates, ensuring quality checks are completed and signed off.
- Ensure equipment checks are completed for forklift trucks, ladders, and other tools.
- Prepare detailed handovers for the next shift, ensuring all paperwork is correct and up to date.
- Report under performing staff to the Operations Manager and assist with performance reviews, investigations, and disciplinary actions.
- Carry out other reasonable duties as required by the operation.

What We Are Looking For

Skills & Experience & Behaviours

- Supervisory experience in a customer-focused, operational environment (essential).
- Strong communication and organizational skills.
- Good IT skills and understanding of workshop procedures.
- Understanding of motor mechanics and vehicle maintenance.
- Knowledge of health and safety regulations.
- Customer-oriented with a service delivery focus.
- Ability to quickly assess and resolve problems.
- Flexible, adaptable, and team-oriented.
- Level 3 Motor Mechanics qualification (required); HGV qualification (desirable).

♥ Why You Will Love Working With Us

- Competitive salary and benefits package.
- Career development opportunities in a growing company.
- A dynamic, team-focused work environment that values safety and continuous improvement.

♥ What We Offer

- 6% employer pension contribution.
- 3x salary Life Assurance.
- Private Medical coverage.
- Employee Assistance Programme (EAP).

About Us

TCR is a leading provider of vehicle maintenance solutions, committed to excellence in safety, reliability, and customer service. We prioritize passion, integrity, accountability, and open-mindedness in everything we do.

Apply Now

Submit your CV and cover letter today to join our dynamic team!

Working Hours/Shift Pattern

4 on 4 off day shifts based out of our Heathrow Facility