



TCR Group – Service Administrator



Service Assistant

The Opportunity

Join our team as a **Service Assistant**, where you will play a crucial role in ensuring the smooth operation of our workshop and service processes. Reporting to the Duty Manager, you will be responsible for delivering exceptional customer service while maintaining high standards of safety and efficiency. This role requires strong organisational skills, attention to detail, and a proactive approach to operational support.

Key Responsibilities

- Conduct daily yard checks to ensure correct allocation of vehicles and equipment in SAP.
- Manage customer vehicle key control and ensure all keys are accounted for.
- Coordinate MOT processes and bookings with third-party suppliers.
- Oversee company vehicle daily checks and ensure compliance with policies and legal requirements.
- Arrange vehicle recoveries and transport movements with internal teams and external suppliers.
- Raise and monitor purchase orders for subcontractors and suppliers.
- Ensure accurate job status updates and liaise with relevant teams to track progress.
- Maintain electronic records, including documentation and photographic evidence.
- Support Duty Managers in maintaining up-to-date staff safety training records.
- Conduct weekly workshop safety inspections and report any issues.
- Maintain cleanliness and organisation in workshop and parking areas.
- Manage tooling and diagnostics, ensuring testing and updates are completed.
- Promote and adhere to Health & Safety regulations, including PPE usage and hazard reporting.
- Assist the Call Centre as required and undertake other reasonable operational duties.

What We Are Looking For

Skills, Experience & Behaviours

- Previous experience in an administrative or operational support role (essential).
- Strong IT skills, including SAP, Excel, Word, and PowerPoint.
- Organised, detail-oriented, and able to manage multiple tasks efficiently.
- Strong communication skills with a customer-focused approach.
- Knowledge of health and safety regulations.
- A team player with a proactive and adaptable attitude.
- A valid UK driving licence.
- Eligibility to obtain an airside pass and driving permit.

♥ 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 prioritise passion, integrity, accountability, and open-mindedness in everything we do.

Apply Now

Submit your CV and cover letter today to become part of our dynamic team!

Working Hours/Shift Pattern

Monday to Friday – 40 hours per week with flexibility