



*Become part
of our team...*

Hire & Sales Apprentice

The Role:

The Hire & Sales Apprentice role is responsible for various tasks to ensure the smooth and effective running of our hire department.

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

To provide administration support within our system and is complete and up to date.

The role supports the Hire team with support on mailboxes for the likes of customer enquiries, quotes, off-hires and breakdowns ensuring information is processed accurately and efficiently.

Key Responsibilities:

Hire & Sale Order Processing

- Processing customer orders and requisitions received for hire and sale products, liaising with department team leaders on the availability of hire products and system alerts for stocked items.
- Maintain communication with the customer for all information required to fully process orders.
- Liaise with the procurement team on all bespoke requests to obtain cost and availability.
- Assist with managing the central mailbox with the team for all incoming orders, ensuring emails are dealt with promptly and processed in the system for visibility of progress.

Equipment Recall Administration

- Complete monthly equipment recall letters and send them to customers detailing equipment due inspection.
- Liaise with customers for equipment exchanges required and/or arrange for our technicians to attend the site to complete inspections, and confirm with the operations team when this can be achieved.
- Follow up on monthly recalls as per process.
- Provide departments with workshop equipment recall information and the Plant department with machine inspection recall information.

Damage & Loss Administration

- 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.



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Cost Management Administration

- 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.

Reporting Administration

- Sending out Scheduled reports as per the agreed timescale. (Internal & External)
- Dealing with any queries raised from the reports.

Machine Operators Administration

- Charging of operator timesheets.
- Checking timesheets are submitted to the inbox by the agreed time, chasing if not. Ensuring all charges are accurate.
- Sending operator inductions are sent to the relevant manager, and chased up if not returned.
- Develop a database of operators for future use.

Key measures & targets:

- Accuracy and efficiency of operator timesheets
- Outstanding and overdue customer statutory inspections
- Management of central mailboxes

Key relationships:

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

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
- With a flexible and adaptable approach, you'll manage multiple tasks, whilst maintaining high standards of accuracy
- A commitment to continuous improvement



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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.

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 the maintenance, calibration and inspection of a full range of specialist safety & lifting equipment.

Our People: With a direct workforce philosophy, the company culture is driven by our core values, which describe 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 cover email outlining your suitability for the role and quoting the reference number to BCS.Careers@barhale.co.uk.