

JOB DESCRIPTION

Job Title:	Engineering Manager
Department/Location:	Operations / Head Office / Home based
Job Type:	Full Time
Reports to:	Head of Operations, Engineering and Special Investigations
Staff Responsibilities:	N/A
Summary of Position:	The Engineering Manager will be responsible for the day-to-day review of engineering cases / assignment / People for ControlExpert UK Ltd. The individual will work as part of the Engineering team but must demonstrate ability to work under their own initiative.
Hours of work:	9.00 am to 5.00 pm, Monday to Friday

Main Duties/Responsibilities

- Assignment and distribution of cases to engineers
- Maintain service level agreements and turnaround time in line with customer expectations.
- Conduct team 1-2-1 reviews and align team members within their objectives promoting productivity.
- Capacity management to ensure suitable coverage to complete the received work.
- Engagement with the wider business to assist with implementation and functionality of AI tools which assist with the engineering process.
- Audit review and assessment internally and external reports received.
- Manage cases / assessments on the ControlExpert UK Ltd platform, and designated estimation platforms. Instructions are received by automated instruction, email or other medium.
- Review the assessments via image with decision support of the ControlExpert UK Ltd Platform, to determine repair / total loss decisions.
- Reviews to be completed within the manufacture recommendations that do not compromise vehicle safety.
- Liaise with insurance carrier, claims teams, customers to ensure optimal operational performance at all stages.
- Engage with Repairer body shops and Insureds to negotiate appropriate repair costs / Vehicle valuations as required.
- Contribute toward the development and continuous improvements of the Artificial Intelligence recognition and enhancements of the ControlExpert UK Ltd Platform.
- Provide efficient and effective reports following desktop review of the damage.

Person Profile

Essential Requirements

- ATA / VDA accreditation
- Industry knowledge and experience with recognized methods of repair and modern vehicle design.
- Sufficient knowledge and experience using Industry recognized estimation platforms
- Strong IT skills e.g. Microsoft Office (word, Excel, Powerpoint and Outlook)
- Demonstrate previous experience in a similar role or have Proven strong damage assessment competencies. Previous experience of being successful in a busy environment.
- Excellent telephone manner with strong analytical, communication and interpersonal skills, with a hands on approach and a 'can-do' attitude
- Ability to prioritize, demonstrating first class organizational and time management
- Excellent attention to detail, when the ability to work accurately in a busy and demanding environment, self motivated, with the ability to work proactively using own initiative.
- An innovative and positively inquisitive outlook, with a pragmatic approach and able to think outside the box.
- Committed to learning and development.
- Ability to work in accordance with Group / Company standards and culture.

Highly desirable

- Previous insurance industry experience and knowledge of claim / repair processes and dynamics
- AQP qualified.

Prepared by	Richard Marriott	Signature	Date
Title / Department	Head of Operations, Engineering and Special Investigations.		

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.

