



Head of Field Services	
Reporting to	Operations Director
Hours	Full time (hybrid remote)
Location	Airedale House, Wagon Lane, Bingley, West Yorkshire BD16 1WA

We Power Your Car

We Power Your Car is an electric vehicle (EV) charger, full-service supply and installation company based in Yorkshire but operating nationally.

As the experts in EV charging, we can assist with every step of installing an EV charging solution, whether it be for the domestic or commercial market. Our focus is on delivering excellent quality and service throughout the customer journey.

As a rapidly expanding business in an exciting industry, we’re looking for a new team member with experience of managing field-based teams across the UK. A positive and adaptable leader, with excellent people management experience to guide and motivate a diverse team.

General job description

- **Leadership, management and development of the field-based team to deliver high quality EV charger installations and exceptional customer service**
- **Ensure the team members follow relevant health and safety policies and procedures whilst on site.**
- **Ensure the team follows all relevant regulations and best practise and is aware of any compliance issues.**
- **Recruitment and retention of field electricians as additional resources are required**
- **Carry out regular one-on-ones and performance reviews/appraisals**
- **Measuring the team on agreed KPIs and providing constructive feedback for improvements**
- **Development of in-house training programs for the electricians as well as ensuring that external training is completed to standard and on schedule**
- **Responding to customer feedback and incorporating relevant changes in work practises**

- **Implementing changes as necessary to improve working practises, efficiency and cost control**
- **Ensuring allocation of resources as well as adjusting schedules if required to complete jobs on time and budget**
- **Communicating with the team to ensure all relevant internal and external information is delivered in a timely and accurate manner and fully understood.**

Skills and Requirements

Experience / Qualifications required:

- **Minimum 2 years' experience in managing a field-based team**
- **Experience in all aspects of people management including performance appraisals, delivering feedback, one-on-ones, identifying training needs**
- **An electrical qualification would be desirable but not essential**
- **Strong IT skills**

The ideal candidate:

- **Experience in improving processes and team dynamics in field service operations as well as being able to demonstrate the development of best practise and ensuring excellent customer experience.**
- **Exceptional leadership skills**
- **Excellent verbal and written communication with both field-based and office staff with an appreciation for the interaction between departments**
- **Strong organisational and time management skills**
- **Ability to travel when required as part of the role**
- **Positive and adaptable approach to dealing with changes, potentially at short notice**
- **Personable and approachable**
- **Previous experience in the EV or Electrical Industry is preferable but not essential if you can demonstrate the skills required in a similar role managing a field-based team.**

Salary	£55k+
Holidays	25 days plus bank holidays
Benefits	Company vehicle Company pension contributions