

Job Title: Head of Maintenance



About Us

Reflex Fleet Solutions is the business behind the Reflex brand, starting a new chapter following a management buyout backed by Praetura. We support UK businesses with flexible commercial vehicle hire and fleet solutions from our head office in Loughborough. Safety and duty of care are non-negotiable, backed by tech like tracking, dashcams and driver risk tools. We want people who take ownership, move fast, and keep standards high.

Job Description

The Head of Maintenance is responsible for overseeing recharges processes, supplier relationships and performance, cost control and workshop efficiency. This role provides leadership to Maintenance department, ensures effective supplier engagement, and drives high standards of maintenance performance, financial control and operational compliance.

Duties include but not limited to:

Recharges & Cost Control

Identify cost anomalies, trends and opportunities for savings

Implement and maintain cost control measures across maintenance and workshop

Produce costs control reports and performance

Supplier Management

Primary point of contact for maintenance and repair suppliers

Manage supplier performance, SLA's, KPI's and agreements

Challenge costs, authorisations and repair methods where necessary

Workshop Performance

Monitor workshop productivity and efficiency

Monitor turnaround times

Ensure compliance safety & quality

Health & Safety Compliance

Ensure the business operates in accordance with all applicable Health & Safety. Supporting the team with identifying hazards in the workplace, documentation and audits.

Leadership

Oversee and support to the Maintenance department

Set objectives, monitor performance, and regular one to ones

Ensure consistency in decision making and adhere to maintenance processes

Support the team, training, development

Experience

- Automotive maintenance experience preferred but not essential
- Understanding of cost control & Supplier management
- Experience working with maintenance suppliers
- Compliance understanding

Personal

Strong minded with excellent attention to detail
Confident decision making, balance cost, quality and service

Job Offering

Salary: £45,000 per annum

Location: Loughborough

Hours: Permanent, full time 42.5 hours per week between 8.30am – 5.30pm

Holidays: 25 days + statutory

Reporting to: Operations Director

Extra:

Onsite parking

Company pension

Life insurance

Sick pay

Wellness programme