

Workshop Controller – HGV Workshop, WG Davies Cardiff

WG Davies Ltd (MAN Truck and Bus UK) - WG Davies, Newlands Road, Cardiff CF3

Job Description:

The Workshop Controller plays a central role within the MAN Truck & Bus service network, coordinating the day-to-day operation of a busy HGV workshop. This position ensures that all maintenance, repair, and diagnostic work is completed to MAN's exacting standards, supporting exceptional vehicle uptime and delivering the premium service experience MAN customers expect.

Pay: Competitive rates depending on experience

You will be working for a highly successful, well-established family run business which will demonstrate an appreciation for your skills and provide realistic opportunities for career development. Dealer specific training will be provided along with other industry requirements.

This is a full-time position 40 hours per week Monday - Friday (working time pattern to be decided after discussion) with additional Saturdays 8am – 12pm

Here at WG Davies, we are a family. Our leadership team is approachable, flexible and most importantly supportive - the door is always open!

The ideal applicant will have a minimum of three years experience in a similar industry.

Core Responsibilities

Workshop Coordination

- Allocate jobs to technicians based on skillset, workload, and MAN-specific competencies.
- Oversee the progress of all work, ensuring efficient throughput and adherence to MAN service schedules.
- Maintain a structured workflow that supports high productivity and minimal vehicle downtime.

Quality, Compliance & MAN Standards

- Ensure all work is completed in line with MAN Truck & Bus guidelines, warranty processes, and safety regulations.
- Conduct quality checks on completed repairs, ensuring vehicles meet MAN's performance and reliability expectations.
- Maintain accurate job cards, digital service records, and documentation within MAN systems (e.g., MANCATS, MAN Service Care).

Communication & Customer Support

- Work closely with Administrators to provide accurate updates, ETAs, and technical explanations.
- Support customer discussions by clearly explaining required work, warranty considerations, and repair outcomes.
- Liaise with the Parts Department to ensure timely availability of parts.

Team Leadership & Technical Support

- Provide guidance and support to technicians, including assistance with complex MAN diagnostic procedures.
- Promote a positive, safety-driven workshop culture aligned with MAN's brand values.

Performance & Efficiency

- Monitor workshop KPIs such as productivity, efficiency, utilisation, and first-time fix rate.

- Identify workflow bottlenecks and implement improvements to enhance workshop performance.
- Ensure warranty claims are processed correctly, following MAN's policies and documentation standards.

Benefits:

- Company pension
- Employee discount
- Free parking
- On-site parking
- Referral programme

Experience:

- Experience as a Workshop Controller, Foreman, or Senior Technician within an HGV or commercial vehicle environment — MAN experience highly advantageous, minimum of 3 years in a similar industry desirable
- Strong understanding of heavy vehicle systems, diagnostics, and repair processes, ideally with MANCATS or similar OEM diagnostic tools
- Excellent organisational skills with the ability to manage a fast-paced workshop environment.
- Confident communicator with strong leadership qualities.
- IT-literate with experience using workshop management systems 3 years (required)

Qualifications

- NVQ Level 3 (or equivalent) in Heavy Vehicle Maintenance & Repair desirable.
- MAN-specific training or manufacturer accreditations desirable

Licence/Certification:

- Driving Licence beneficial

Work Location: In person