



JOB DESCRIPTION

Role:	Plant and Hire Operations Lead
Department:	Technical Support
Reporting to:	Export and Technical Support Manager
Works with:	Technical Support, Customer Service and wider business
Responsible for:	N/A
Job Type:	Permanent, Full time (Part time considered), Monday to Friday between 07:00 – 17:00, 37.5 hours per week with some flexibility in start and finish times
Salary:	Competitive range DOE

This is an exciting opportunity to join a well-established and successful family-owned business with an excellent reputation in their field.

Steve Vick International (SVI) is dedicated to delivering cost-saving, innovative solutions for damaged, redundant, or outdated pipework. Since its foundation in 1981, SVI has been at the forefront in developing products and techniques for the repair, renovation and decommissioning of pipes. Predominantly our work has been in the gas industry but increasingly we are undertaking projects in the water and nuclear sectors.

We are seeking a Plant and Hire Coordinator to oversee and coordinate the day-to-day operations of our newly established Northwest depot. In this role you will be responsible for managing the hire and return of plant, tools and equipment, scheduling deliveries and collections, liaising with suppliers and site teams and ensuring all plant is maintained, certified and tracked efficiently.

You will play a central role in providing a professional, friendly and efficient service to our customers while helping to drive the depot's growth. This is an excellent opportunity for someone with previous experience in a plant or tool hire environment, particularly those with experience in the water industry.

Alongside operational responsibilities, the role will include supporting relationship-led business development activities such as identifying new hire opportunities, developing relationships with existing and potential clients and supporting repeat and long-term hire arrangements.



Ideally, you will have existing contacts or leads within the utilities sector, particularly in water, but also in gas and energy, enabling you to contribute to the depot's growth and help expand our presence across these areas. You will be comfortable spotting opportunities to expand our customer base, promoting available plant and services and helping to strengthen our presence across these sectors.

We are looking for someone who takes pride in building strong, positive relationships and is committed to delivering an excellent experience at every interaction.

Role Purpose

To assist and carry out a broad range of on-site operations, including the delivery/collection of regional hire equipment and processing of orders. This includes picking orders from delivery notes, restocking of all SVI products and equipment, together with towing a range of trailers under 3.5 tonnes in weight.

The role will also support business growth activities by helping to identify hire opportunities, building positive relationships with customers on site and contributing to the growth and repeat use of the hire service.

Success Factors

Delivering a clean, safe and well-maintained depot

Demonstrating excellent customer care and building a connection with all SVI suppliers and customers across the utilities industries

Competencies, Skills and Knowledge

Flexibility in terms of working hours

You have strong organisation skills to ensure daily operations are carried out safely and efficiently

You can work unsupervised and to time constraints

You have a willingness to engage in light to medium physical work as part of your daily job

Ideally you will have hands-on engineering experience together with excellent problem-solving skills

Excellent PC skills including Microsoft Office and other applications

Full UK Driving Licence and towing experience

Experience or willingness to drive a forklift – training provided if required

Willing to use a company vehicle to deliver products



Key Duties/Responsibilities

Assist with stock control and organising warehouse space by storing items on racking

Carry out engineering tasks on hire equipment, including minor repairs, quality control process, and maintenance of equipment

Help with loading/unloading of large or heavy equipment used for warehouse and exhibitions

Support the growth of the hire service by helping to identify customer hire opportunities and building positive relationships with clients on site and over the phone

Undertake admin duties which include answering the phone, dealing with enquiries, chasing purchase order numbers and general office admin

Demonstrate basic IT skills, including proficiency in Microsoft Outlook (email), Word, and Excel for routine data entry tasks

Successfully implement and embed the companywide ERP system into all operational processes at the Leigh depot

Carry out general cleaning duties in respect of returned plant in readiness for QP check

Help to coordinate the set-up, including refreshments, for meetings and training sessions

Ensure that all housekeeping duties including cleanliness, tidiness and organisation, are undertaken and recorded on a regular basis

Undertake basic maintenance duties as required

Make sure that all visitors, staff and contractors comply with health and safety arrangements

Secure all equipment, machinery, tools and vehicles within the depot

Support the Export and Technical Support Manager, when necessary, with all building compliance controls which may include fire alarm testing, emergency lighting and water purging

Ensure that depot supplies are adequately maintained (toilet/kitchen sundries)

What we can offer:

We're committed to supporting our employees both personally and professionally. Our benefits package includes:

- Competitive salary
- 25 days annual leave plus bank holidays, with an incremental increase based on length of service
- Workplace pension scheme with matched contributions up to 7.5%
- Income protection insurance
- Life assurance
- Medical cash plan to help with everyday healthcare costs
- Employee Assistance Programme (EAP), confidential support for personal and professional issues



- Charitable Giving Scheme
- Cycle to Work Scheme
- Home and Tech Scheme

How to apply

Please send your CV and covering letter to Chloe Carter (Chloe.carter@stevevick.com).

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