PLANT HIRE DESK COORDINATOR ROLES AND RESPONSIBILITIES

Reporting to: Franki Group Resources Manager

Role Purpose

The Plant Hire Desk Coordinator is responsible for coordinating the hire, allocation, movement, off-hire and administration of plant and equipment across Franki Group UK.
The role ensures that project teams receive the correct plant and equipment, in the right location, at the required time and at an appropriate cost.
Reporting to the Franki Group Resources Manager, the role works closely with Operations Managers, Contracts Managers, Project Managers, site teams, workshop teams, suppliers, transport providers, Commercial and Finance.
The Plant Hire Desk Coordinator is responsible for maintaining accurate hire records, monitoring hire periods and costs, coordinating deliveries and collections, and ensuring that plant and equipment documentation is complete and current.

KEY RESPONSIBILITIES

Plant Hire Coordination

- Receive and process plant and equipment hire requests from authorised managers.
- Confirm the equipment specification, required dates, delivery location and project details.
- Check whether suitable Group-owned plant is available before arranging external hire.
- Source suitable plant and equipment from approved suppliers.
- Obtain and compare hire rates, transport charges and additional costs.
- Confirm bookings and provide clear details to the requesting project team.
- Ensure hire arrangements comply with approval and procurement requirements.
- Escalate urgent, high-cost or unusual requests to the Franki Group Resources Manager.

Plant Allocation and Availability

- Maintain visibility of owned, leased and externally hired plant.
- Support the allocation of plant across projects, yards and Group businesses.
- Identify plant shortages, availability conflicts and upcoming requirements.
- Coordinate with project teams to avoid duplicate or unnecessary hire.
- Support efficient redeployment of plant between projects.
- Ensure plant is reserved against confirmed project requirements.
- Escalate unresolved allocation conflicts promptly.

Delivery, Collection and Transport

- Coordinate plant deliveries, transfers, collections and off-hire arrangements.
- Confirm site access, delivery instructions, working hours and contact details.
- Liaise with transport providers, suppliers, yards and site teams.
- Ensure appropriate transport is arranged for the size and type of equipment.
- Track deliveries and collections and resolve delays promptly.
- Confirm that plant has arrived or been collected as arranged.
- Maintain accurate records of plant movements.
- Escalate transport issues that may affect programme or cost.

Off-Hire and Cost Control

- Monitor plant hire periods and anticipated off-hire dates.
- Contact project teams regularly to confirm whether equipment is still required.
- Arrange prompt off-hire when plant is no longer needed.
- Obtain off-hire references and collection confirmation.
- Challenge unnecessary extensions and avoidable standing charges.
- Monitor minimum hire periods, excess charges, fuel charges and transport costs.
- Identify unplanned or unexplained hire expenditure.
- Escalate high-cost or long-term hire arrangements for review.
- Support the reduction of external hire where Group-owned plant is available.

Hire Records and Systems

- Maintain accurate plant hire records within the approved system.
- Record supplier, equipment, project, hire date, rate, delivery and off-hire information.
- Ensure purchase orders and authorisations are in place before hire starts.
- Update plant locations and status promptly.
- Maintain supporting documents, including hire confirmations, delivery tickets and off-hire records.
- Ensure records are complete, current and auditable.
- Identify incorrect, duplicate or missing records and arrange correction.
- Support the implementation and effective use of plant and asset-management systems.

Invoices and Cost Verification

- Check supplier invoices against agreed rates, hire periods, purchase orders and delivery records.
- Identify incorrect rates, duplicate charges, extended hire periods and unsupported costs.
- Query invoice discrepancies with suppliers promptly.
- Work with Finance and Commercial teams to resolve disputed charges.
- Ensure costs are allocated to the correct project and cost code.
- Maintain a clear record of credits, disputes and agreed adjustments.
- Support monthly cost reporting and plant-hire reconciliation.
- Escalate recurring invoice or supplier issues.

Compliance Documentation

- Obtain and maintain relevant plant certification and compliance documents.
- Confirm that statutory inspections, test certificates and operator information are available where required.
- Ensure plant is not supplied to site without required documentation.
- Maintain records of insurance, examination and certification information provided by suppliers.
- Work with the Franki Group Resources Manager and Health and Safety team to resolve compliance gaps.
- Escalate expired, incomplete or questionable certification.
- Support audits and compliance reviews.

Supplier Management

- Maintain professional relationships with approved plant-hire suppliers and transport providers.

- Confirm rates, availability and service requirements.
- Monitor supplier reliability, responsiveness and equipment quality.
- Record delivery failures, breakdown response and recurring service issues.
- Raise poor performance with the Franki Group Resources Manager.
- Support supplier reviews and rate negotiations.
- Avoid using unapproved suppliers without appropriate authorisation.
- Maintain up-to-date supplier contact and account information.

Breakdown and Replacement Support

- Receive and coordinate breakdown or replacement requests.
- Record equipment details, location, fault and operational impact.
- Contact the supplier or workshop and arrange attendance or replacement.
- Keep the site team informed of progress.
- Escalate serious or repeated breakdowns promptly.
- Record downtime and replacement costs where required.
- Support the investigation of recurring supplier or equipment reliability issues.
- Ensure breakdown-related costs are checked and correctly allocated.

Communication and Stakeholder Support

- Act as the central point of contact for plant-hire coordination.
- Maintain effective working relationships with project and site teams.
- Communicate booking, delivery, off-hire and cost information clearly.
- Provide timely updates where plant availability or delivery changes.
- Challenge incomplete, unauthorised or unrealistic requests professionally.
- Provide practical support to managers when identifying suitable equipment.
- Maintain a Group-wide perspective when prioritising requests.

Reporting and Continuous Improvement

- Produce regular reports on external hire, costs, utilisation and outstanding off-hires.
- Highlight long-term, high-cost or underused hired equipment.
- Identify recurring causes of late off-hire, excess charges and inefficient booking.
- Recommend improvements to hire-desk processes and controls.
- Standardise booking, approval and record-keeping arrangements.
- Support improved use of digital systems and automated reminders.
- Apply lessons learned from invoice disputes, breakdowns and delivery failures.
- Track agreed improvement actions through to completion.

BEHAVIOURAL COMPETENCIES

Accountability and Ownership

- Takes responsibility for accurate and timely hire coordination.
- Maintains complete and reliable records.
- Follows bookings, deliveries and off-hires through to completion.
- Escalates cost, compliance and availability risks promptly.
- Acts with integrity and protects Company expenditure.

Commercial Awareness

- Understands how hire duration, rates and transport costs affect project margin.
- Challenges unnecessary or excessive hire.

- Checks charges carefully and identifies discrepancies.
- Considers internal plant availability before arranging external hire.
- Seeks value while maintaining operational and safety requirements.

Delivering Results
- Processes requests accurately and within required timescales.
- Coordinates deliveries and collections effectively.
- Resolves problems promptly.
- Maintains control across multiple projects and competing demands.
- Ensures agreed actions are completed.

Collaboration and Communication
- Works effectively with Operations, Plant, Commercial, Finance, suppliers and site teams.
- Communicates clearly and professionally.
- Provides accurate and timely updates.
- Challenges incomplete or unsupported requests constructively.
- Builds reliable working relationships with internal and external stakeholders.

Quality and Attention to Detail
- Checks hire details, rates, dates, project codes and supplier information.
- Maintains accurate system records.
- Identifies missing documentation and incorrect charges.
- Follows approval and procurement procedures.
- Maintains a clear audit trail.

Continuous Improvement
- Identifies recurring hire-desk and cost-control issues.
- Improves trackers, workflows and reminder processes.
- Supports better supplier performance.
- Reduces unnecessary administration and duplicate records.
- Measures whether improvements reduce cost or delay.

PERFORMANCE AND BONUS MEASURES

Hire Cost and Off-Hire Control – 30%
Measured against:
- reduction in unnecessary external hire;
- timely off-hire of equipment;
- reduction in excess and standing charges;
- accuracy of agreed rates;
- identification and recovery of invoice errors; and
- control of transport and additional costs.

Service Delivery and Plant Availability – 25%
Measured against:
- timely processing of hire requests;
- successful delivery against project requirements;
- reduction in mobilisation delays;
- responsiveness to urgent requests;

- effective resolution of breakdown and replacement needs; and
- feedback from operational teams.

Records and Compliance – 20%
Measured against:
- accuracy of plant-hire records;
- completeness of purchase orders and approvals;
- availability of required certification;
- accuracy of plant location and status information;
- audit outcomes; and
- completion of corrective actions.

Supplier and Process Performance – 10%
Measured against:
- supplier service and reliability;
- reduction in delivery and collection failures;
- timely resolution of invoice disputes;
- quality of reporting;
- delivery of process improvements; and
- effective use of plant-management systems.

Behavioural Competencies – 15%
Measured against:
- accountability;
- commercial awareness;
- organisation;
- communication;
- collaboration;
- attention to detail;
- integrity; and
- continuous improvement.

A serious failure in cost control, compliance, record accuracy, authorisation or supplier management may reduce or remove the behavioural element and may affect the overall bonus outcome.

BONUS GOVERNANCE
Any bonus remains non-contractual and discretionary. Assessment will take account of individual performance, agreed objectives, behavioural contribution, business performance, profitability, affordability, cash flow and the Group's overall financial position.

ESSENTIAL EXPERIENCE AND CAPABILITY
The successful candidate should have:
- experience in plant hire, fleet coordination, logistics, procurement or operational administration;
- experience coordinating plant, equipment or transport across multiple sites;
- good commercial awareness and understanding of hire rates and additional charges;
- experience checking invoices, purchase orders and supplier records;
- strong organisation and attention to detail;
- the ability to manage multiple requests and changing priorities;

- confidence communicating with project teams, suppliers and transport providers;
- good working knowledge of Microsoft Office;
- experience using plant, asset, procurement or finance systems; and
- a practical and customer-focused approach.

DESIRABLE

- Experience in piling, foundations, civil engineering or specialist construction.
- Knowledge of construction plant and equipment.
- Experience using COINS or a comparable construction management system.
- Knowledge of plant inspection and certification requirements.
- Experience working with plant-hire suppliers and transport providers.
- Relevant qualification in administration, logistics, procurement or plant management.

ROLE REVIEW AND ACKNOWLEDGEMENT

This document sets out the principal accountabilities and expected standards of the role. It is not intended to be an exhaustive list of every task or objective. Responsibilities, priorities and performance measures may be reasonably adjusted to reflect business requirements, development and project allocation, provided any material change to the fundamental nature of the role or contractual terms is managed appropriately.

Employee name	
Employee signature / date	
Manager signature / date	