

Staff Case Study

Name: Terry Lace

Job Role: Depot Manager

Where: Burgess Hill



Terry has been at Covers for 24 years. After originally starting a career in the Civil Service, he wanted to step away from his daily routine, which he considered to be mundane and repetitive. Having previously worked several part-time jobs in the building industry while attending college, Terry knew a career at Covers would offer the variety he craved. He initially joined the Brighton depot working on the trade counter. After gaining experience in a number of different roles, he was eventually offered the position of Depot Manager at Burgess Hill.

What does your job involve?

My main role is managing the staff at Covers' Burgess Hill depot, effectively leading them and providing strategic direction and development to ensure we are successful in every aspect of what we do. Ultimately, I am responsible for the branch, the happiness of our customers, good relationships with our suppliers, and my team's performance.

As a manager, it is really important I am a good role model for my team and that I am continuously motivating them to provide the highest quality service. Establishing great relationships with our customers and suppliers is essential as it provides them with confidence in our service and ensures that if issues occur they are dealt with quickly and effectively.

Part of my role involves communicating with colleagues and management in the group to ensure we are remaining consistent across our network of branches and are reporting back on branch performance levels.

I will regularly review branch reports on stock levels, sales margins, branch costs and overheads. These enable me to make informed commercial decisions and adjust our business strategy accordingly. I also keep up-to-date with local market rates on like-for-like products so I can ensure we are offering the best and most effective sales promotions.

Health & Safety compliance at Covers is of the utmost importance and it is my responsibility to make sure we are adhering to the correct procedures. I will regularly assess our branch to ensure our customers, suppliers and staff are kept safe.

There's never a dull day in my job. The variety of tasks I undertake is endless, which makes it hugely enjoyable for me.

Why do you love working at Covers?

When you work at Covers, you truly feel like a member of the family – not just a number. There are so many different opportunities and chances to learn here, that whatever career goals you've set your sights on, you will receive the necessary encouragement and support to attain them.

One of my favourite things is the relative autonomy I have to run the depot, which is effectively like having my very own business. I get a great deal of satisfaction out of meeting our business targets, seeing my team succeed and having happy customers.



For more information about our current vacancies, please contact Human Resources Department on **01243 791414** or email human.resources@covers.biz