

SUPERBIKE FACTORY

ALWAYS READY TO RIDE

Superbike Factory Ltd
Snape Road | Macclesfield | Cheshire | SK10 2NZ
Tel: 01625 353012 / Fax: 01625 353002

Job Title: Motorcycle Technician
Department: Workshop
Location: Various SuperBike Factory sites
Reports To: Workshop Manager
Level: Entry/Mid
Employment Type: Full-time

Job Purpose

At SuperBike Factory, our goal is Making Bikers Happy, and every role plays a vital part in delivering that happiness.

The Motorcycle Technician is responsible for preparing motorcycles to a retail-ready standard through skilled servicing, diagnostics, and repair. Working across a wide range of makes and models, this role offers variety and continuous learning in a high-volume workshop environment. Technicians play a key part in maintaining SuperBike Factory's reputation for quality and reliability, ensuring each bike is safe, fully functional, and ready for its next rider.

You will bring passion and ownership to your work, contributing to a positive, innovative, and supportive environment where both colleagues and bikers feel at home.

Key Responsibilities

1. Lead with Passion:

- Approach each motorcycle with care and pride, aiming for consistently high-quality workmanship
- Conduct road testing (minimum five miles) to ensure motorcycles are fully functional and safe for customers
- Deliver excellent results even in high-volume settings, maintaining a strong sense of purpose

2. Innovate Continuously:

- Identify mechanical or electrical faults and apply solutions through skilled diagnostics
- Keep up to date with emerging motorcycle technologies and workshop best practices
- Recommend process improvements to enhance technical efficiency and output

3. Own Your Work:

- Carry out full servicing and repair tasks to manufacturer and company standards
- Strip, fit, and replace motorcycle components independently

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- Work to set timeframes to achieve personal and team targets
- Ensure all required documentation and system inputs are completed accurately

4. Collaborate as a Team:

- Communicate clearly with Workshop Managers, Supervisors, and fellow Technicians
- Share technical insights to support knowledge building within the team
- Assist other departments, such as Processing and Parts, to ensure seamless motorcycle preparation

5. Support Learning:

- Engage with internal training sessions and development opportunities
- Support junior team members and apprentices by sharing knowledge and workshop practices
- Stay proactive in building technical capabilities across multiple brands and models

Required Skills and Qualifications

Essential Experience:

- Previous experience in motorcycle or automotive mechanical roles
- Strong mechanical aptitude and confidence with hands-on work
- Ability to work efficiently in a high-output workshop

Desirable Experience:

- Experience working on multiple motorcycle brands
- Background in a multi-franchise or main dealer environment

Key Attributes

- Passion for motorcycles and the riding community
- Strong attention to detail and fault-finding ability
- Technically minded, with excellent problem-solving skills
- High level of self-motivation, resilience, and team spirit
- Motorcycle licence (preferred but not essential)

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Performance Standards

- Complete servicing, diagnostics, and repairs within set timelines
 - Consistently produce high-quality work with minimal rework
 - Contribute to workshop cleanliness and uphold health and safety standards
 - Help the team meet overall output goals and service standards
 - Demonstrating SuperBike Factory's PILOT values across all workshop activity
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Working Conditions

- Environment: Busy workshop setting within a technical and production-led team
 - Physical Requirements: Manual labour, handling motorcycles, and use of tools and lifts
 - Scheduling: Full-time including weekends, with flexibility during peak periods
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Job Context and Environment

- You will join a passionate, expert team dedicated to Making Bikers Happy.
 - Challenges may include adapting quickly to changing priorities and innovating to improve customer experiences.
 - The role requires adaptability across many makes and models and attention to detail in a fast-paced environment.
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Key Relationships

Internal: Collaborate with Workshop Managers, Supervisors, Technicians, Processing Teams, and Parts Team

External: N/A

Career Development Opportunities

- Progression into B or C-Level Technician roles, or Workshop Supervisor positions
- Access to specialist training including welding, suspension servicing, shock service, and MOT certification

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- Potential to explore other workshop-based roles based on performance and demonstration of our PILOT values.

Note: This job description reflects the role's core duties and expectations but is not exhaustive. It may be revised periodically in consultation with the post holder and line manager to support evolving business needs.