

UTTLESFORD DISTRICT COUNCIL

JOB PROFILE

Designation: Workshop Team Leader

Post Number:

Directorate: Public Services

Section: Workshop

Reporting to: Assistant Operations Manager

Located: Shirehill SW

Responsible for: 3 Fitters

OVERALL PURPOSE OF JOB

(summary in no more than two or three sentences)

- 1 To be responsible for the day to day management and operation of the vehicle maintenance workshop, planning and organising workloads to optimise available service capacity and maximise customer satisfaction. This will be split approximately 50:50 between office management and workshop operational duties including hands on vehicle maintenance.
- 2 The post holder will be responsible for the overall management of the workshop operation including key holder duties, line management of all skilled vehicle and plant fitter and trainee fitter posts, coordination and allocation of service scheduling and workflows between shifts, stock control and health and safety, quality control and customer relations.
- 3 To be responsible for managing and motivating your team to ensure effective delivery of customer focussed services on time and within budget. To ensure vehicles are serviced and maintained as per maintenance schedules and are compliant with the Traffic Commissioner undertakings.

JOB PROFILE

Key responsibilities

- 1 To ensure all vehicles listed on the Council's Operator's Licence have their preventative maintenance inspections carried out on time every time and are inspected in accordance with the Heavy Goods Vehicle Inspection Manual and DVSA (Driver and Vehicle Standards Agency) Guide to Maintaining Roadworthiness. The post holder will be expected to obtain the Transport Manager CPC and be a named TM on the Operator license.
- 2 To repair/maintain/weld and service a wide range of vehicles, plant and machinery.
- 3 Oversee and co-ordinate the day-to-day activities of other fitters engaged in the maintenance, repair and servicing of the Council's vehicles and plant.

- 4 To spend up to 50% of time assisting workshop team with undertaking vehicle servicing and repairs and provide a floating resource to cover all shifts, in terms of staff absences and workflow peaks.
- 5 Distributing work and managing staff workloads to ensure correct workshop loading and eliminate periods of inactive time and maximise use of available workshop assets, including tools and equipment.
- 6 Pre-test and present LGV Vehicles to Ministry standards and prepare for MOT testing.
- 7 To ensure all other vehicles, plant and equipment are maintained in line with Council and manufacturers guidelines.
- 9 To be responsible for service scheduling and planning to ensure the steady flow of routine maintenance through the workshop to avoid peaks and troughs.
- 10 To effectively manage the stores area and ensure sufficient stock to cover vehicles belonging to all major customers.
- 11 To effectively develop, manage and lead a high performing workshop team, carrying out annual performance reviews and, in liaison with the Assistant Operations Manager, agreeing individual and team performance objectives, targets and behaviours and identifying training and development needs.
- 12 Complete a Fleet availability report for all vehicles on a daily basis and ensure communication with Supervisors.
- 13 Ensure all job cards/inspection sheets are checked and signed off.
- 14 To undertake any other duties which may reasonably be within the competence of the post holder

The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the post holder will be expected to contribute to the general tidiness and housekeeping and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the shortlisting of applications. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

1 Knowledge

- a) Detailed knowledge of heavy and light vehicles
- b) Detailed knowledge of bin lifts and hydraulic compaction bodies and systems
- c) Guide to maintaining roadworthiness
- d) Large goods vehicle inspection manual/procedures
- e) Operator Licence requirements
- f) Construction and Use regulations
- g) Knowledge of Fleet Management procedures
- h) The ability to diagnose complex vehicle faults
- i) The ability to prioritise workshop loading

2 Skills

- a) Knowledge of Risk Assessment and Health & Safety policies and procedures
- b) Able to inspire trust, confidence, respect and credibility from a range of people
- c) Ability to manage and develop staff
- d) Ability to deal with change and support new ways of working
- e) Communicates in an effective and respectful manner
- f) Awareness and understanding of diversity issues
- g) Demonstrates personal responsibility for decisions and actions and the consequences of these
- h) Able to influence others to achieve service outcomes

3 Experience

- a) Experience of heavy/light vehicle maintenance
- b) Working to deadlines
- c) Management of staff
- d) Customer liaison
- e) Operational workshop management

4 Qualifications/Training

- a) Transport Manager CPC Desirable, however training will be given.
- b) City & Guilds or equivalent level 2 minimum in motor vehicle repair
- c) Skilled status time served apprenticeship
- d) Driving licence to category B
- e) Driving Licence to category C

5 Circumstances

- a) Committed to keeping up to date with current legislation and regulations and willing to attend training courses when appropriate.
- b)
- c) To undertake any other duties which may reasonably be within the competence of the post holder

Line Manager Core Accountabilities

- Manage employees in working flexibly and collaboratively across structural boundaries as part of a project or process teams in support of key outcomes
- Manage the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members
- Think creatively and constructively challenging to ensure continuous improvement
- Ensure the proper assessment, management and mitigation of risk, including Health and Safety and Business Continuity

Safeguarding

Uttlesford District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

Role Requirement: This role does / does not require a DBS (CRB) check

All staff will have to undertake a “Basic Disclosure” for access to our systems, together with an on-line course on ICT Security.

Pre-employment Checks appropriate to this Job Profile

Uttlesford District Council (UDC) is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation.

Essential User: Does this role qualify / not qualify as an Essential User

Effective date *Enter date here / Date last reviewed: * Enter date here

Please sign this job description below when you are satisfied with its contents

Postholder's name (please print)	Postholder's signature	Line manager/ supervisor	Assistant Director	Director
Date	Date	Date	Date	Date

UDC – VALUES AND BEHAVIOURS

VALUE: ACHIEVING HIGH PERFORMANCE	
REQUIRED BEHAVIOURS	
ENTHUSIASTIC	<ul style="list-style-type: none"> Creates and maintains a positive work ethic while striving to get the job done Shows pride in what they do
SUPPORTIVE	<ul style="list-style-type: none"> Identifies where changes are needed and helps make them happen Learns from experience/mistakes
PROBLEM SOLVING	<ul style="list-style-type: none"> Adopts a proactive and positive approach to solving problems Produces innovative ideas, thinks 'outside of the box'
FLEXIBLE	<ul style="list-style-type: none"> Promotes and embraces change, is open to new ways of working
VALUE: RESPONDING TO CUSTOMER NEEDS	
REQUIRED BEHAVIOURS	
CUSTOMER FOCUSED	<ul style="list-style-type: none"> Open and honest in communication with internal and external customers; shows courtesy and respect Demonstrates required behaviours to meet all Customer Charter promises above and beyond specified requirements Conducts themselves in a professional manner, promoting the council's reputation
RESPONSIVE	<ul style="list-style-type: none"> Understands and responds to customer needs Actively seeks feedback to improve customer service Proactively works to progress new ways of working to improve customer service
VALUE: WORKING TOGETHER	
REQUIRED BEHAVIOURS	
VALUING OTHERS	<ul style="list-style-type: none"> Treats everyone fairly, with respect and dignity, responding sensitively to individuals Shows respect for the values, experience, contribution or work of others
TEAM WORKING	<ul style="list-style-type: none"> Develops team working in service area and across the council and strives to maintain a high level of motivation Works across service areas to attain common goals Encourages others to input ideas and opinions and responds to good suggestions
OPEN/HONEST	<ul style="list-style-type: none"> Open and honest in communication, seeking and giving regular feedback
DEVELOPING OTHERS	<ul style="list-style-type: none"> Shares job knowledge and skill willingly with other employees to help them or assist in their development
RECOGNISING SUCCESS	<ul style="list-style-type: none"> Acknowledges success/achievements of others in the organisation

EQUIPMENT INVENTORY

Please list below the equipment which is required to carry out this job

Job Profile:	
Directorate:	
Division:	

List of Equipment

tick if required

Standard Mobile Phone OR Smart phone:

Laptop:

Lone Working Security Pass/Device:

Procurement Card:

Fuel Card:

CIS Fob (Benefits)

Uniform:

BAA Airside Pass:

Keys:
Please give details: _____

Protective Clothing:
Please give details: _____

Tools:
Please give details: _____

STREET SERVICES EQUIPMENT INVENTORY

Please list below the equipment which is required to carry out this job

Job Profile:	
Directorate:	Public Services
Division:	

Tick YES / NO

List of personal protective equipment eg	Tick if needed for this job profile
Gloves	
Boots/shoes/safety wellingtons	
Goggles/visors	
Glasses	
Safety helmet	
All weather clothing	
Respiratory equipment	
High visibility clothing	
Ear defenders/plugs	
Helmets	
Stab/cut proof trousers	
Other (specify)	