

WORKSHOP SHIFT MANAGER

Role Profile



Title	Workshop Shift Manager	
Grade	GRADE G	
Reference:	N494a28318	
Reports to:	Group Manager (Parking, Marine and Garage Services)	
Work style Definition	Fixed base office worker	
Job Type:	Technical Manager	
Primary purpose of role	Responsible for the day to day management of the workshop, ensuring effective and efficient delivery of scheduled maintenance, unscheduled maintenance and inspections to Plymouth City Councils fleet; ensuring compliance to Vehicle and Operator Services Agency (VOSA) regulations and the Councils 'Operating Licence'.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Responsible for ensuring all inspections, maintenance and testing is carried out on time and in accordance with legislation and law (15%). Effectively manage a team of operational staff (14 FTE) in the delivery of planned maintenance, unscheduled maintenance and tests and inspections (Approx.15) (25%) Responsible for a service budget of £750k in the delivery of maintenance, repairs and inspection services (10%) Responsible for implementing policies, procedures and processes to ensure the safe and efficient operation of the workshop (15 %) Responsible for all aspects of Health & Safety in the work place, including Risk Assessments, condition checks (20%) To ensure a customer focused service delivery, ensuring works are 	Role measures <ul style="list-style-type: none"> Services to be legally compliant and meet all Health and Safety standards, delivered in accordance with best practice Maintain levels of productivity in line with commercial garage operations Staff absence rates within corporate targets Deliver services within budget, meeting income and efficiency targets Generation of new income from the delivery of commercial services Maintain low levels of H&S incidents and risk Meeting planned maintenance, unscheduled maintenance, MOT's and inspections in accordance with service level agreements Improvement to the reporting of issues effecting the streets of Plymouth Reduction in complaints and improved department reputation

	<p>completed with agreed timescales and to agreed standards (10%)</p> <ul style="list-style-type: none"> ▪ To maintain up to date knowledge of legislation, best practice and industry developments within business sector/industry (5%) 	<ul style="list-style-type: none"> ▪ Improve the effectiveness of enforcement
Key activities	<ul style="list-style-type: none"> ▪ To ensure that operational services and activities comply with legislation, law, promote equal opportunity and encourage positive relations in the delivery of all services (5%) ▪ To effectively manage a team of operational staff (Approx. 14 FTE) in the delivery of vehicle and plant maintenance, repair, MOT tests and inspections. (20%) ▪ Ensure all repairs are carried out in a timely manner, to a high standard and reimbursed by the supplier under the terms of warranty (5%) ▪ Arrange for the efficient and prompt repairs to all accident damaged vehicles and plant (10%) ▪ To manage the Councils MOT station, implementing processes, controls, protocols and procedures to ensure the safe operation of the MOT station and in accordance with VOSA requirements (10%) ▪ To deliver a commercial service through the provision of MOT testing, servicing and repairs to external clients and the public. To develop and deliver business plans, including communication and marketing (15%) ▪ To liaise with internal and external clients and customers in respect to the scheduling and delivery of maintenance, repairs, tests and inspections (10%) ▪ Responsible for maintaining a safe working environment, developing and implementing safe working practices, processes, procedures and ensuring up to date management of Health and Safety in the workplace(5%) ▪ Dealing with customer complaints ensuring resolution within set corporate timescales. (5%) ▪ To monitor monthly charging, utilise IT systems and implement measures to effectively monitor productivity and performance of the workshop (5%) ▪ Ensure all documentation, records and inspections are undertaken correctly, completely and to a high standard (5%) ▪ To ensure effective management of stock through control systems, processes and procedures to meet the needs of the service (5%) ▪ Carry out other duties appropriate to the grade of the post 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ GCSE Grade A* - C (9-4) in Maths and English (or equivalent) ▪ Vehicle technician qualification, or equivalent, or extensive demonstrable experience in managing a vehicle workshop. ▪ IOSH qualification or equivalent in Health and Safety ▪ Full UK driving licence ▪ Significant understanding of Road Transport Law ▪ Significant experience of managing the delivery of Ministry of Transport 	

	<p>(MOT) testing</p> <ul style="list-style-type: none"> ▪ Significant experience in managing the delivery of inspections and testing required under an 'Operating Licence' as set out by the Vehicle Operator and Services Agency (VOSA). ▪ Significant experience of managing a commercial service. ▪
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ HGV Licence ▪
Essential experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of Customer Service Excellence ▪ Significant experience of managing a workshop/garage services ▪ Experience of leading and managing teams, including the allocation of resources ▪ Demonstrable knowledge of ICT systems (Including Word and Excel) ▪ Extensive experience of planning the operational needs of a service within the confines of sometimes conflicting resources and financial pressures. ▪ Extensive experience of performance management ▪ Demonstrable experience of change management ▪ Demonstrable experience of training and developing staff, with the ability to deliver in house training ▪ Extensive experience of budget management, income generation and managing commercial services ▪
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of Tranman, or similar fleet/workshop management systems
Essential skills	<ul style="list-style-type: none"> ▪ Interpersonal communications skills ▪ Ability to interpret information and solve varied problems, both relating to people and technical problems ▪ Demand for precision ▪ High standard of written and verbal skills
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	