



THE ROLE

Workshop Supervisor

Department:	Fleet Services
Role Code:	FL18
Grade/Role:	7
Responsible to:	Workshop Manager
Responsible for:	Line management responsibility
Date Revised:	January 2019

Job Purpose:

To protect and save life, property and the environment by supervising 12 workshop technicians and other staff, allocating workloads, monitoring performance and directing the technicians on a daily basis and ensuring targets are met.

Main Duties and Responsibilities:

1. Accountable for work in progress, determine completion timescales, technical and general enquiries which are of a Workshop, repair or maintenance nature, instruct and making decision or taking appropriate actions. To ensure quality of work through the workshops is maintained at required standard and within best value parameters.
2. To provide support technical information and decisions making to workshops technician sin relation to the day-to-day repair of fleet assets including the condition and serviceability of worn or damaged components.
3. Oversee and plan the maintenance, testing and calibration of Workshop tools and equipment, organise delivery to suppliers and arrange appointments for onsite visits. Ensure the administration has details to keep the records accurate and up to date.
4. To undertake preliminarily examination of vehicles or equipment for defects planned preventive maintenance, inspection or standard tests, including road and/or pump tests and LOLER tests. Diagnose defects to identify the customer's requirements and arrange documentation. Ensure that these requirements are fully recorded, so that there is sufficient detail to enable the work to be completed.
5. To continually monitor vehicle and equipment defects and then plan and organise daily defect response, and prioritise, directing Engineers to ensure defects are dealt with in accordance with KPI's. Organise mobile service van

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Engineers and plan workloads as required. (Ensure awareness of Workshop and Corporate KPI's). Adapting the resource allocation to the dynamic changes and challenges presented by the nature of the Services operational activities.

6. To ensure the loading schedule and job data within the fleet management system is reviewed and updated with work progress, ensuring job cards are used correctly and efficiently. Raise issues of non-compliance of job card completion and refer to Workshop Manager if necessary. Instigate and monitor campaign checks and ensure timely completion.
7. To inform the Workshop Manager, and Receptionist of work progress or additional tasks identified during the repair process. Assist the Workshop Manager in the preparation of vehicle repair/maintenance estimates and revision of service sheets. Provide ad hoc reports (verbal and written) on vehicle status.
8. To Liaise with and provide technical advice and information in relation to vehicle use and repair to key stake holders such as Fire Service end users, stores department for identification of products, workshop technicians, line managers and external customers .
9. To assist the Workshop Manager with the supervision of the productivity, throughout and downtime of vehicles within the Workshops, by ensuring the resources are fully utilised and customers are not subject to unnecessary delay.
10. To bring to the attention of management any adverse trends found in service defects, or in vehicle or equipment design. Retain close liaison with Fleet Management/Technical Office, to ensure that full benefit is made of manufacturers' goodwill and warranty cover.
11. To provide cover for the Workshop Manager in his absence, or when requested. Carry out tasks in line with the Senior Technician's role when required to do so. To be an Authorised Examiner Delegate within the MOT function of the Workshop.
12. To carry out training of Engineers, to levels that the Workshop Supervisor has been trained, or within their competence. Carry out Inspections on Equipment in line with Lifting Regulations (LOLER) and liaise with Insurance assessors regarding bi-annual inspections.
13. To attend training courses to ensure current knowledge of Health and Safety, appropriate legislation (including vehicle inspectorate) and technical changes to vehicles and equipment are maintained. Following necessary training, to carry out internal audits in line with the current Quality Management System. Partake in a rota system for 24-hour call out in a supervisory capacity.
14. Undertake all people management activities, such as absence management, managing conduct, conflict resolution, conducting appraisals etc., completing all Manager Self Service (MSS) processes as required.

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15. Provide leadership, management and development to support team members to perform their roles competently and achieve team objectives or targets.
16. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
17. Any other duties commensurate with the responsibilities and grading of the post.