



THE ROLE

Technical Services Workshop Manager

Department: Technical Services
Role Code: FS12
Grade/Role: 7
Responsible to: Head of Technical Services
Responsible for: Line management responsibility
Date Revised: March 2024

Job Purpose:

To protect and save life, property and the environment by assisting the Head of Technical Services in the effective day-to-day management of Technical Services Workshop resources, by ensuring efficient allocation of work, materials and spare parts. To ensure that the team work to instructions, Policies and Procedures as specified by the Service, whilst monitoring the workload and quality of their work ensuring this meets the relevant standards for sign off. Maintaining, servicing and repairing life supporting and operational equipment to support the operational capabilities of the Essex County Fire and Rescue Service (ECFRS).

Main Duties and Responsibilities:

1. To be accountable for the day-to-day management, organisation and prioritisation of work within the Technical Services Workshop team, to support the Breathing Apparatus (BA) and other related operational capabilities of ECFRS. Identify and introduce additional working practices to streamline the workloads of the team to create efficiency.
2. Arrange training courses for all team members as required ensuring skill levels and knowledge of products, technology and legislation concerning Technical Services Workshops equipment is maintained to the required relevant standard. Carry out appraisals on annual basis and identify staff training requirements. Monitor team performance to ensure the competence of all aspects of Technical Services workshops is maintained. To be responsible for the allocation of work for the staff within Technical Services Workshops. To be responsible for managing the output of Technical Services Workshops.
3. Manage the efficient and effective use of resources to support activities to achieve departmental and ECFRS objectives. To oversee the team to ensure they work to instructions, Policies and Procedures as specified by the manufacturer, BS-EN and ISO Standards.

4. To be accountable for undertaking Investigations of circumstances leading to critical equipment failures by interrogating information and reporting on equipment failure for managers, Health & Safety department and the HSE under RIDDOR Regulations. Answering technical queries and providing information, some of a sensitive nature to facilitate accident/incident investigation.
5. To act as the subject matter advisor to the Service in relation to the maintenance, servicing and repair of Breathing Apparatus, Radiation & Contamination Meters, pressure vessels (BA cylinders), High-Pressure Air compressors and all pneumatic associated equipment.
6. Overseeing a team and their workload's, ensuring work is carried out to repair, service, test and maintain to the appropriate BS-EN and ISO Standards for life dependant and lifesaving equipment such as:
 - a. Breathing Apparatus sets
 - b. Compressed Air Cylinders
 - c. Breathing Air Compressors including air purity analysis and written scheme's
 - d. Gas Tight Suits
 - e. Radiation Measuring equipment
 - f. Re-calibration and Sensor replacement of the Service Gas Monitors
 - g. High Pressure Rescue Air Bags
 - h. Building of Compressed Air Regulators
 - i. Tyre Inflators
 - j. Maintain parts supply and impressed stock control to achieve the above
7. Responsibility for all warranty items and manufacturer recalls for the above equipment. Taking appropriate actions as required by ensuring they are identified and dealt with efficiently and effectively by liaising with suppliers/manufacturers and appropriate department managers where necessary.
8. Ensuring that all test equipment, such as Portacount and Spirocheck devices etc. are calibrated in line with the manufacturer's guidelines to ensure they are readily available for use.
9. To manage and oversee the process of decontamination of BA (Breathing Apparatus) sets, following use at incidents to ensure that the Service is working to achieve a reduction in workplace cancers in accordance with the IOSH's National No Time To Lose Campaign.
10. Liaising with the Fleet Workshop Team to offer support and technical advice.
11. Proactively engaging with members of the Breathing Apparatus manufacturers user group, offering assistance and advice to other Services that do not have in-house qualified technicians and to attend any other meetings or seminars pertaining to equipment maintained in the Technical Services Workshop

12. Liaise with Fleet Workshops regarding the suitable stowage of Breathing Apparatus and other equipment maintained in the workshop, particularly when the Service purchased new Fire Appliances.
13. Oversee project work in relation to the introduction of new support equipment such as compressors or BA washing machine or the reduction of equipment requirements, supporting the procurement process.
14. Ensuring Technical Services Workshops team adhere to Health and Safety regulations and Fire Service policies, dealing with and reporting any issues to the appropriate management tier. Ensure that workplace and contractor risk assessments, and working method-statements are in place for any works being carried out on ECFRS premises in line with Service policy.
15. To analyse data and spot trends using the Fleet & Equipment Management System (currently Tranman) then apply technical knowledge and problem-solving skills to determine the speed and weight of response and risk associated with this in order to propose revised schedules to managers for decision and further action. To problem solve following analysis of various data inputs from data records to interpret this data and ensure asset records are current and all equipment assets comply with relevant legislation. Allocate work following scrutiny of the Fleet & Equipment Management system ensuring the team report and update where necessary.
16. To produce equipment test schedules, plan completion of these and enter test results into the Fleet Management System when necessary. Liaise with operational staff to identify equipment deficiencies and lost equipment.
17. To deal with all enquiries regarding all Technical Services Workshops associated equipment, then taking appropriate action as required. These could include Managers, Stakeholders and other Fire Service departments. This also may include County Council Directorates, External Contractors, External Clients or Suppliers.
18. Manage and develop self and others to improve personal and team performance and deliver objectives. Responsible for the effective management and timely resolution of people management issues which may include acting as an investigating officer or hearing manager. Completing Civica processes where appropriate. Carry out sickness monitoring and annual and mid-term appraisals.
19. Additional duties specific to BA Workshops
 - a. Assist Technical Services Department with Equipment evaluations.
 - b. Assist Central Stores with Technical Services Workshops issues and ensure records are maintained to show movement of items between BA Workshops and Stores.
 - c. Maintain equipment records, expanding the current level of equipment on the system. Endeavour to develop methods of unique identification and traceability of all equipment.
 - d. Identify and introduce additional working practices to streamline the workloads and working practices of team members.
 - e. Ensure team members maintain their competences in all aspect of work.

- f. To carry out workplace risk assessments in accordance with IOSH managing safely policy. To carry out Manual handling assessments.
20. Managing stock levels of associated equipment pertaining to the upkeep and repair of all equipment of Technical Services Workshop Equipment. Overseeing ordering, invoicing and receiving through the relevant budgetary systems.
 21. Creating and scheduling service plans for all relevant equipment and ensuring the schedule is monitored and kept up to date.
 22. 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.
 23. Any other duties commensurate with the responsibilities and grading of the post.