

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Workshop Supervisor – Warwick (Hawkes Point)	JEID	M0025
Salary Grade:	Scale J		
Team:	County Fleet Maintenance (CFM)		
Service Area:	Communities Group: Transport & Highways		
Primary Location:	Warwick Workshop (Hawkes Point)		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Lead Workshop Manager		
Responsible for:	Workshop Management		

Role Purpose

To manage, lead and develop vehicle maintenance and fleet management activities and associated staff, suppliers and sub-contractors for County Fleet Maintenance – Warwick Workshop (Hawkes Point)

Role Responsibilities

- Meet budgeted turnover and profit targets and productivity levels whilst working within the agreed limits for overheads and wage related costs in accordance with the CFM Business Plan.
- Establish the type of service required and/or nature of repairs appropriate and arrange for any necessary work to be performed in the most cost effective and efficient manner. Where necessary issue customers with specific technical advice and quotes and obtain their acceptance of the same. Where necessary sub-contract work to specialist suppliers and monitor their work to ensure the best possible value for money is obtained
- Maintain high levels of customer satisfaction.
- Contribute to CFM's overall business development and provide direction and leadership to workshop employees and provide professional and technical advice as required.
- Using the computerised fleet management system (TranMan) schedule, allocate and monitor workload, technical quality and levels of productivity, taking corrective action as required. Ensure job cards are created for all jobs and subsequently updated for work content and close for charging to customers.

- Manage the stock of spare parts and consumables in an efficient and effective manner, including ordering replacement items and receiving into stock as necessary.
- Ensure that all vehicles are maintained in accordance with the specific requirements of the Road Traffic Acts, Vehicle Construction & Use Regulations, Licensing Authorities and any specific customer requirements which exceed these legal requirements.
- Ensure that the workshop and any specific assets are secure and that all practical steps are taken to protect their value.
- Contribute to the training and development needs of all staff and conduct staff appraisals in accordance with current CFM/WCC procedures.
- Ensure that all operations and working practices are performed in accordance with appropriate health & safety legislation and that all waste is correctly handled and disposed of in accordance with the company environmental policy

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

A good standard of education with specific qualifications relating to vehicle maintenance – typically including IMI; IRT – and at least 5 years' experience of managing a commercial workshop	A, I,D
Holds a Certificate of Competence (CPC) in National Road Haulage and National Passenger Transport	A, I,D
Experience of training and development with respect to apprentice trainees and the professional development of senior technicians	A, I
Holds a full UK driving licence – preferably including category C+E	A, I
Computer literate with proven organisational, administrative and planning abilities	A, I
Flexible in hours of work where workshop opening hours are extended to meet service needs	A, I
Able to travel efficiently between different locations within Warwickshire as determined by customer needs and workload	A
Excellent communication and customer care skills including the ability to prepare estimates and explain the work content of jobs in such detail as to satisfy customer needs	A, I
Able to promote CFM in a manner that attracts and retains additional external customers	A, I
In depth knowledge of vehicle maintenance requirements as specified in the Road Vehicle Construction and Use Regulations, The Transport Act and Health & Safety Legislation as pertaining to a transport workshop environment	A ,I

Desirable Criteria

Assessed By:

Previous experience of computer-based fleet management systems – preferably TranMan	A , I
Previous experience of managing a workshop and team of staff dealing with a diverse range of vehicles, contractors' plant and customers	A, I
Authorised MOT tester and experience of managing an Authorised Test Station	A, I
Holds a current First Aid qualification	A, I
Previous experience of waste management and quality systems	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed about the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input checked="" type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties

<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input checked="" type="checkbox"/> Continual telephone use (call centres)	<input checked="" type="checkbox"/> Regular work with skin irritants/ allergens
<input checked="" type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input checked="" type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input checked="" type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling.	<input checked="" type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	