

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:	Team Manager CFM Fleet	JEID	T4115
Salary Grade:	Scale L		
Team:	Fleet		
Service Area:	County Fleet Maintenance		
Primary Location:	Hawkes Point		
Political Restriction	This position is not politically restricted.		
Responsible to:	Fleet Manager		
Responsible for:	Workshop Management		

Role Purpose

To manage, lead and develop vehicle maintenance. Motivate associated staff, suppliers and subcontractors. Create and implement staff training and development programmes based on business needs and appraisal feedback. Implement and monitor health and safety within County Fleet Maintenance.

Role Responsibilities

Ensure all work is planned and performed in accordance with WCC / CFM standards, re:-

- Safe working practices, including the maintenance and review of all Risk Assessments & Safe Working Practices.
- Engineering best practice and quality, including vehicle and workshop inspections, equipment testing and calibration.
- Environmental standards, including maintenance of ISO 14001 Accreditation.

Manage the overall performance of each workshop inline with agreed KPI targets and Business Planning.

Ensure all income is completely and accurately accounted for and up to date.

Identify, manage and review all systems and processes as part of CFM's quest for continuous improvement and to ensure compliance with all relevant legislative and customer requirements, this also includes Health and Safety.

Anticipate production problems based on forward work plans and seasonal fluctuations in demand. Manage out of hours call out rota's for Fire & Rescue, Warwickshire Police, Winter Maintenance. Ensure staffing levels, including agency staff are balanced with workloads.

Monitor staff performance & contribute to training and development of staff.

Manage CFM's apprentice & technical training programme inline with customer needs & developments in vehicle technology.

Liaise with customers and suppliers to ensure service standards are met, to determine business and customer requirements to improve service delivery.

Support the Fleet Manager to ensure vehicles comply with the provision of the Road Traffic Acts, Vehicle Construction and Use Regulations and other statutory requirements which affect the safe operation of the fleet and agreed maintenance regimes.

Implement and manage a comprehensive vehicle inspection regime in line with DVSA requirements and industry best practice. Ensure that the statutory inspection regime is communicated and understood by all WCC fleet users.

Investigate and report on all accidents updating and amending working practices and Risk Assessments where necessary.

Carry out regular process reviews to identify operational issues and seek improvements in efficiency, profitability, and customer satisfaction.

Assist in the progression of vehicle replacement inline with the councils climate change policy on zero emissions.

Provide information to assist with recommendations, for fleet replacement criteria.

Manage the MOT test centres operated by CFM to ensure standards are met.

Manage customer complaints such as to reach mutually satisfactory conclusions between the workshop and the customer.

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:

An industry professional with 10 years experience in a range of sectors within the motor vehicle market.	A & I
Qualified to City and Guilds / NVQ3 or equivalent qualification.	A & D
Holds a Certificate of Competence in National Road Haulage or Passenger Transport	A & D
Hold a full UK driving licence including category C+E	A & I
Authorised MOT Tester	A & D
Member of the Institute of Road Transport Engineers (IRTE)	A & D
Experience of training & developing apprentices and technicians	A & I
Excellent communication and customer care skills	A & I

At least 3 years experience in managing a workshop and team of staff dealing with a diverse range of vehicles, contractors plant, and 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.	A & I
A good knowledge of vehicle diagnostic systems & fault finding.	A & I
A good knowledge of computer software, including Tranman, Word, Excel, and Outlook, with the ability to compile technical reports.	A & I

Desirable Criteria

Assessed By:

Experience in working with Emergency service organisations	A & I
Holds a qualification in Health And Safety - NEBOSH	A & D
Holds a First Aid Certificate	A & D
Experience with managing workplace wellness and wellbeing	A & I
Experience of Waste Management	A & I
Experience in producing Safe Working Practices and Risk Assessments	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 with regard to 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.

☐ ~~Provision of personal care on a regular basis~~	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)

☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ ~~Lone working on a regular basis~~	☐ Restricted postural change – prolonged standing
☐ ~~Night work~~	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ ~~Rotating shift work~~	☐ ~~Manual cleaning/ domestic duties~~
☐ Working on/ or near a road	☐ ~~Regular work outdoors~~
☐ Significant use of computers (display screen equipment)	☐ ~~Work with vulnerable children or vulnerable adults~~
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ ~~Continual telephone use (call centres)~~	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ ~~Work requiring respirators or masks~~	☐ Work with vibrating tools/ machinery
☐ ~~Work involving food handling~~	☐ Work with waste, refuse
☐ ~~Potential exposure to blood or bodily fluids~~	☐ Face-to-face contact with members of the public
☐ Other (please specify):	