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| Directorate: | Place | **Section**: | Vehicle Management Services |

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| **Job details** |  |
| **Job title:** | Workshop Supervisor |
| **Grade:** | SCP 23 (£26,999) to 26 (£29,636) plus 14% shift pay |
| **Location of work:** | Turnpike Depot Workshops,  |
| **Directly responsible to:** | Technical Customer Services Officer, Head of Service for Transportation |
| **Directly responsible for:** | Workshop Staff |
| **Hours of duty:** | 36 hours per week.  |
| **Primary purpose of the job:** | To provide an effective vehicle management service with regard to the City Council’s fleet of vehicles, Plant and Equipment.To establish and maintain appropriate customer liaison with the emphasis being on the quality of a cost effective service provision. |
| **Post ref no:** | 50001399 |

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| Main duties and responsibilities/accountabilities |
| * To supervise the day to day functions of the Workshop.
* To manage, plan and undertake appraisals with staff.
* Provide reports verbally and in writing to management.
* Assist the Technical Customer Services Officer in carrying out his/her duties, and deputise for him/her during their absence.
* To supervise the function of MOT testing including Taxi testing.
* To undertake the function of MOT testing as and when required by management
* To liaise with the Head of service for Transportation and receive instructions in the absence of the Technical
* To supervise the Technicians and workshop staff.
* To carry out general reception activities in conjunction with the technical Support Assistants including answering the telephone, liaising with customers with regard to vehicle repairs, progress chasing, monitoring spending limits, obtaining authorisation from user departments for the repairs and raising of necessary paperwork as specified by management.
* To develop and foster good customer relations and act as a customer representative as and when required.
* Assist the Technical Customer Service’s Officer in the inspection/coding of works with regard to the provision of estimates/quotes for customers.
* To regularly inspect fuel issuing points for cleanliness and condition of equipment.
* To carry out inspections at sub contractor’s workshops as and when requested by the Technical Customer Service’s Officer or Head of Service.
* To maintain a working knowledge of municipal vehicles, plant and equipment, including changes and updates, and to attend training courses as necessary to maintain this knowledge. This may require overnight accommodation and a change in working hours.
* To liaise with user departments appointed responsible person on matters relating to the management of vehicles, plant and equipment, having regard to maintenance requirements and compliance with the appropriate legislation.
* To assist the Technical Customer Services Officer and Head of Service for Transportation, in the scheduling of vehicles, plant and equipment for scheduled and un-scheduled maintenance, under the guidance of the Technical Customer Services Officer to prioritise the execution of repairs and maintenance in the interests of user departments and the authority as a whole.
* To record and retrieve relevant information via manual and computerised systems as specified by management.
* To interpret specifically historical information with regard to vehicle, plant and equipment, submitted for repair based on previous repairs and costs for warranty and other management purposes.
* To undertake a technical evaluation of road call and or recovery requests and implement appropriate action.
* To undertake initial diagnosis of defects at the reception stage and liaise with the Technical Customer Services Officer or Head of Service for Transportation.
* To represent the interests of the user departments with regard to cost and quality of repairs bearing in mind the operational requirements of the user, in particular: - cost of hire, availability of spare vehicles, the workload of the workshop and the ability to carry out the work outside the users normal working hours.
* To undertake inspections of vehicles, plant and equipment within the workshop.
* To evaluate and authorise work within specified limits and appropriate standards as specified by management.
* To visit specified sites on a regular and random basis as defined by management to inspect vehicles, plant and equipment and effect minor repairs where possible.
* To provide reports on inspections and to make arrangements for repairs at the workshop should this be necessary, bearing in mind the operational needs of the user and the authority’s compliance with the law.
* To maintain appropriate clerical/computerised records in relation to all works undertaken.
* To liaise with various suppliers/users/contractors and deal with any queries in connection with general duties associated with the VMS business.
* Ability to operate specialised vehicles and associated plant and equipment effectively and safely.
* To undertake any training as may be required to equip the post holder for the enhanced performance of his/her existing or future duties
* To comply with safe working practices and health and safety requirements relevant to the maintenance industry and that also of transport industry in association with vehicles, plant and equipment.
* As and when required, to carry out the duties of the Shift leader in their absence.
* To monitor and effectively manage sickness absence of staff, in line with the City Council Attendance Management policy
* Take care of all tools and equipment borrowed from the stores and ensure all is clean and serviceable on return to stores

The post holder must carry out their duties with full regard to the City Council’s Equal Opportunities, Health and Safety and Community Strategy policies.To contribute and demonstrate a commitment to the City Council’s Crime and Disorder Reduction Strategy.To undertake any other such duties that are reasonably commensurate with the level of this post |

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| Review arrangements |
| The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the council will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. |

#### Date job description prepared/revised: April 2018

**Prepared/revised by: Terry Dixie**

**Agreed job description signed by holder:**