

Job Description and Person Specification



Job Description

Job Title	Workshop Technical Engineer
Grade	G8
Service	Fleet Management
Reports to	Fleet and Workshop Manager
Location	Whitley Depot
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

1. To ensure that Fleet Workshops and associated functions are operated on a cost effective, efficient and productive basis in accordance with legislative and Fleet & corporate policy requirements and agreed service level agreements.
2. To ensure all Fleet items (vehicles, plant and equipment) are maintained in strict adherence to legislative and policy requirements and in line with prescribed procedures as stipulated by Department for Transport Standards (DVSA) and manufacturing recommendations.
3. To ensure that Fleet availability is kept to the highest possible level in line with customer operational requirements and with minimum levels of 'downtime'.

Main Duties & Key Accountabilities

Core Knowledge

1. Responsible for the day-to-day management of the Fleet Workshops, deploying staff and utilising resources in the most efficient manner in order to satisfy customer needs whilst adhering to strict safety guidelines, contract specifications, financial and operational targets.
2. Responsible for adherence to Fleet Policy and recognised quality standards and procedures and that relevant documentation are completed and certificated.
3. Undertake investigations, produce reports and recommendations and within guidelines take necessary action under the Council's employments and health & safety policies.
4. Monitor and report on the technical performance of all Fleet items, administer manufacture's recall campaigns and maximise opportunities for warranty and other claims liaising with manufactures and suppliers as necessary.
5. Manage designated budgets, undertaking monitoring to ensure that financial targets are met and to take corrective action where necessary
6. Produce management reports on complex engineering/technical issues (to include 'full life costs' for individual fleet types, fleet downtime, etc.).

7. Responsible for implementation of systems for work in progress against operational requirements, monitoring service delivery to minimise vehicle down time and operational difficulties by maintaining regular contact and dialogue with users, reception, customers and other support agencies and organisations ensuring a high-quality service delivery.
8. Responsible for developing, implementing and maintain workshop control systems ensuring statutory records are completed for all inspections servicing and maintenance operations.
9. To be the first point of contact by outside agencies e.g., Police and DVSA on Fleet technical matters and post-holder will also be the approved signatory as required under the Road Traffic Act for maintenance records.
10. Responsible for council's DVSA accredited M.O.T testing station, ensuring compliance by MOT tester of mandatory procedures and guidelines as set out by the Agency
11. To ensure that the correct procedures in respect of the preparation and completion of electronic job cards, stores requisitions, inspection records and other control documents are followed ensuring at all times that all audit and legal rules are adhered to.
12. Responsible for provision of Workshop Stores function (to include fuel and key depot stock items) and to ensure stock levels are maintained to support all maintenance workshop functions and parts ordering are carried out efficiently and cost effectively.
13. Responsible for the effective operation, monitoring and recommendation of enhancements to the computerised Fleet Management system (Tranman) vehicle and fuel management systems (Merridale).
14. Responsible for recruitment, induction, supervision and training of employees across the designated service area. Plan, review and assess the development and training for employees ensuring required standards are met and maintained.
15. Ensure team members through their annual appraisals process are fully informed about service objectives and priorities and their role in relation to service improvements, ensuring identifying training needs and implementing personal development plans.
16. To be flexible in working contracted hours over an extended working day (including public holidays on occasions).
17. Attend and contribute to meetings and working groups, representing the Fleet & Workshop Manager as required.
18. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Suppliers Customers Professional bodies VOSA DVSA	Internal Service Managers and Supervisors. Support Services (HR, H & S, Finance etc)
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Workshop Service
Supervisors

Fleet Technicians

Workshop Support
Assistants

General Workshop
Assistants

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Practical knowledge of ICT systems in service delivery and managing performance 	
<ul style="list-style-type: none"> • Detailed understanding of workshop related activities (service, repair and maintenance) and the importance of customer care. 	
<ul style="list-style-type: none"> • Detailed understanding of parts and materials purchase and supply activities including stock control and compliance with procurement regulations. 	
<ul style="list-style-type: none"> • Effective employee performance management practice and techniques 	
<ul style="list-style-type: none"> • Good understanding of managing financial resources and budgets 	
<ul style="list-style-type: none"> • Good understanding of vehicle management and compliance with legislative and operator licence requirements. 	
<ul style="list-style-type: none"> • Detailed and in depth understanding of health and safety requirements applied in the working environment. 	
<ul style="list-style-type: none"> • Working within the confines of service level agreements or contractual obligations. 	
<ul style="list-style-type: none"> • Equal opportunities in service delivery to ensure accessibility and appropriateness to meet the diverse needs of customers 	
Skills and Abilities	
<ul style="list-style-type: none"> • Work under the broad direction of the Fleet and Workshop Manager and display a significant level of initiative and independent action 	
<ul style="list-style-type: none"> • Accountable and responsible for own performance and the quality output of the team. 	
<ul style="list-style-type: none"> • Develop excellent customer relations, communication and dialogue. 	
<ul style="list-style-type: none"> • Lead by example and motivate team and individuals 	
<ul style="list-style-type: none"> • High level of organisational and interpersonal skills 	
<ul style="list-style-type: none"> • High level of technical competence in motor vehicle service, repair and maintenance. 	
<ul style="list-style-type: none"> • ICT literate 	
<ul style="list-style-type: none"> • Good financial and budgetary management 	
<ul style="list-style-type: none"> • Excellent negotiating, influencing and problem solving 	
<ul style="list-style-type: none"> • Prioritise workload and respond effectively and efficiently to emergencies 	

<ul style="list-style-type: none"> • Flexible approach to work and ability to adapt to changing working environment to meet customer needs.
Experience
<ul style="list-style-type: none"> • Extensive management or supervisory experience within a fleet/workshop environment.
<ul style="list-style-type: none"> • Extensive practical experience of operating and maintaining a mixed fleet of vehicles, plant and equipment.
<ul style="list-style-type: none"> • Delivering a customer focused service.
<ul style="list-style-type: none"> • Financial management and budgetary control.
Qualifications
<ul style="list-style-type: none"> • Minimum City & Guilds Parts 1, 2 & 3 Motor Vehicle Studies – Craft level (or equivalent).
<ul style="list-style-type: none"> • Certificate of Professional Competence (CPC) in National Road Haulage (or equivalent).
<ul style="list-style-type: none"> • Evidence of continuous professional development.
Special Requirements
<ul style="list-style-type: none"> • Will be required to drive motor vehicles in the course of duties and ideally should be in possession of a current Category "C" LGV and full car driving licence (with a maximum of 3 penalty points - speeding only with points for any parking offences exempt).

Date Created	December 2022	Date Reviewed	October 2023
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