



Job Description and Person Specification

Job Title:	Fleet Workshop and Maintenance Manager
Post No:	
Grade:	I1 - £37,497 - £38,844
Division:	Operations - Fleet Services
Location:	Various
Responsible to:	Head of Fleet Operations
Responsible for:	Workshop Supervisors, Workshop Staff and Facilities, Maintenance of Ubico's Fleet, MOT testing and customer/supplier liaison.

The Role

Ubico was formed eight years ago and has grown in reputation as one of the leading and innovative organisations in its field. We are now looking for an inspirational individual looking to further their career and achieve success in the challenging and competitive business of managing a diverse vehicle fleet workshop.

Ubico employs over 600 staff and operates 450 vehicles over 1200 square miles of the most beautiful and vibrant towns, cities and countryside you'll find. We are a friendly and ambitious company ensuring the places where people live, work and visit are clean, green and tidy. We impact the lives of everyone in our communities and it is important we deliver quality and get it right first time.

This is a great opportunity to join our team in an exciting future. We want our Fleet Workshop Manager to demonstrate key strengths in people management, efficiency and in delivering high levels of customer satisfaction.

At Ubico we have a well-established and successful vehicle and plant maintenance service. You will have had experience and a successful track record of leading a team through change within a vehicle workshop environment and operating within agreed budgets. You will have excellent communication and organisational skills, be commercially aware to maximise opportunities for revenue growth and a strong leader, willing to lead from the front.

Job Purpose

- To manage and develop an effective and efficient vehicle maintenance and repair service which delivers an effective scheduled and responsive service to fleet customers.
- To be responsible for the operational frontline services for the Fleet workshops. To drive change and efficiencies to the frontline workshop service, creating an environment where the department and the staff develop and excel.
- To provide a safe and effective maintenance provision to high profile front line vehicles operated by Ubico adhering to DVSA guidelines and Ubico policies, on time and within agreed budgets.

Main Duties and Responsibilities

- To be responsible to the Head of Fleet Operations for the efficient and effective management of the fleet workshops and sub contracted arrangements, ensuring daily workshop functions operate flexibly and effectively fully complying with any SLA and/or contract requirements.
- To review and implement workshop service delivery performance and undertake improvements to achieve a continuous improvement culture achieving value for money, and providing customer focused services that get it right first time.
- To develop and deliver any necessary operational changes in service delivery, within the fleet maintenance workshop, within agreed timescales.
- Ensure that vehicles, plant and equipment are maintained in a safe condition and comply with DVSA Operator Licence undertakings and DVSA Guide to Maintaining Roadworthiness.
- Ensure cost effective procurement of labour, materials, and services including continuous scrutiny of subcontracting arrangements in accordance with Contracts and Ubico's financial regulations.
- Ensure that Ubico's statutory obligations are effectively complied with at all times.
- Ensure that corrective action is taken where adverse variations to target occur or inadequate performance is suspected. Instigate actions and strategies to bring about necessary improvements.
- Respond to complaints or inspections, ensuring compliance with Ubico's procedures and ensure that appropriate action is taken in a timely manner.
- To ensure that high levels of productivity are achieved leading to effective use of resources to minimise vehicle downtime and achieve programmed work schedules. This involves monitoring staff performance and addressing disciplinary and sickness issues in line with Ubico guidelines
- Manage fleet vehicle maintenance operations, ensuring that there are effective systems of communication, training & development, 121's are in place to inspire and motivate staff to optimise their skills.
- Ensure the effective allocation of staff resource or provide cover to rotas in order to achieve optimum service delivery and cover during periods of absence.
- To be responsible, as a key holder, for the security, opening and closing of the workshop, stores and depot yard as required.
- Assist in the planning, and keep under review, allocated budgets in line with the priorities agreed by the Ubico, monitor and control budgets, ensure clear accountability and compliance with financial governance requirements.
- To be responsible for the Fleet stores and direct purchase arrangements with regular stocktaking and the security of the stores at all times.
- Ensure premises, tools, equipment and all other assets are controlled and used effectively.

- Responsible for inspection, calibration and the condition of all workshop equipment ensuring fit for use.
- To provide written quotations/estimates for repair and maintenance of vehicles, plant and machinery as necessary.
- To prepare documentation in preparation for the invoicing and recharging of internal and external customers in a timely manner.
- To actively seek and secure commercial opportunities to generate and increase external revenue create and develop profit. Maintain and retain key customer accounts.
- Assist in the development of the Fleet operation as a viable and competitive organisation. Assist in setting financial targets for the division and to monitor the performance of the staff and workshop to ensure that these financial targets are met.
- Deal with the application of Ubico's HR policies in relation to discipline, absence, grievance etc.
- To be responsible for working within the Health and Safety Policy and safe systems of work of Ubico and assist in maintaining the cleanliness and tidiness of the workshop areas.
- To undertake Risk Assessments, COSHH assessments etc as and when necessary. To ensure that staff comply with Health & Safety policy and legislation at all times and to attend Health & Safety meetings as and when requested.
- Undertake any other responsibilities or training that may be required by the Head of Fleet Operations, commensurate with the grading of the post.

Generic Responsibilities

- Ensure that Ubico's equal opportunities policies are followed and actively practice social inclusion within own area of service.
- Proactively participate in Ubico's agreed performance appraisal and 121 system.
- Positively contribute to resilient budget management.
- Ensure all resources (including IT hardware and software) are used safely, legally and efficiently.
- To comply with standing orders, financial regulations and all other Ubico policies and systems for ensuring financial probity.
- Maintain personal professional competence and best practice within the requirements of the role including technical competence and undertaking any training commensurate with the post or future technology acquired or required by Ubico.
- To act as ambassador for the service area both internally and externally representing the service area priorities and organisation initiatives as appropriate
- To ensure personal compliance with the Data Protection Act, Freedom of Information Act, Regulation of Investigatory Powers Act (RIPA) and any other specific legislation that impacts upon, and exists to protect, the corporate health of the organisation, whether relating to personnel management or service delivery.

Personal Specification

Essential Criteria

Qualifications

- Full valid, UK Driving Licence (or European equivalent).
- City and Guilds full craft certificate in Motor Vehicle Mechanics, or equivalent experience.

Experience and Capabilities

- Knowledge of best practice in fleet workshop management including vehicle maintenance and aspects of relevant legislation and regulations.
- Experience in the management of people in vehicle maintenance operations, including developing and motivation to deliver outstanding service delivery.
- Success in operational, financial, resource and people management in relation to operational frontline services.
- Experience of driving productivity in a workshop environment.
- Experience of managing large and complex budgets.
- Experience of delivering organisational and cultural change, and of shaping the delivery of services to meet the needs of customers.
- The ability to work under pressure to a high degree of accuracy, multi-task and use initiative to keep business performance on track.
- Ability to travel to a variety of sites that Ubico operates, as necessary.
- Understands the Risk, Health & Safety management implications of delivering the service.
- Communicates clearly and effectively, a good listener with good interpersonal skills.
- Understanding and knowledge of customer expectations in a relevant field.

Desirable Criteria

- Transport Manager CPC or equivalent.
- Understands ICT solutions to improve operational performance
- Evidence of continuing training development relevant to the job
- Membership of CILT, IMI or similar
- LGV Licence Category C

For more information and/or an informal discussion about role please contact Ian Bourton, Head of Fleet Operations on 01993 861 394 or email ian.bourton@ubico.co.uk.

