

Role and responsibilities

Identity

Position title	Workshop Manager
Date	September 2016
Line Manager title	Regional Fleet Manager
Grade	9

Purpose

Why	To manage and control the workshop ensuring it runs in accordance with service level agreements and is compliant with all business policies and procedures.
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Key Responsibilities

- To have the entire responsibility for the management and control of the workshop
- Manage and control of the workshop to ensure fleet availability through effective management of the all workshop resources.
- To promote best practice within the workshop and fleet operations and be overall responsible for the Health & Safety of the employees within the workshop
- Ensure that the fleet is maintained to the highest standards and to be responsible for all compliance issues in relation to the performance of the workshop
- Ensure that all SUEZ Policy & Procedures are being adhered to at all times
- To meet such targets as the availability of these assets to the business units, to ensure compliance with all relevant legislation and to meet commercial budgetary targets
- To manage and deliver against a breakeven budget
- Ensure maximum fleet availability without sacrificing fleet compliance and within the budgetary requirements set
- To manage all employee related issues such as payroll, staff development and managing performance
- Utilise the workshop performance data to maximise workshop performance and improve efficiency
- To manage the workshops against an agreed Service Level agreement and to ensure that all out of contract costs are relevant and actively work with operational managers to agree out of contract costs and make recommendations as to how to reduce these.

- To meet the bench marks for fleet management performance and monitor the workshop operations against these criteria.
- Liaise with operational staff regarding fleet requirements and all vehicle related issues on a daily basis
- To assist in the monitoring of statutory compliance in the region
- To compile reports and statistics in relation to vehicle availability when requested
- To assist in investigating any serious breaches of non-compliance or incidents involving serious injury and advise the senior management as necessary
- To carry out specific projects for the group on related issues.
- To carry out hands on vehicle maintenance and servicing as required
- Conduct audits and quality checks in all disciplines of the workshop operation
- Manage, audit and promote H&S in the workshop
- Lead, develop, teach and motivate all workshop employees
- Review vehicle availability and down time whilst ensuring servicing schedules are adhered to
- Manage the Profit & Loss account for the workshop and deliver against an agreed budget
- Review all out of contract charges and re charges to ensure their accuracy and validity.
- Continually check and monitor against the Fleet SLA
- Meet with operational staff to review fleet performance and all vehicle related issues
- To assist in vehicle accident investigations and provide professional un bias opinion
- Any other duties that are reasonably requested within the scope of the job-role

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.