Engineering Manager

This position description provides a general guide to the major accountabilities of this role. It is not a definitive list of duties that may be reasonably expected of the incumbent, and may vary from time to time.

Basic details	
Position title:	Engineering Manager
Department:	Engineering
Location:	Bournemouth
Date:	July 2015

Reporting & peers	
This role reports to:	Head of Engineering.
Other reporting relationships:	To work closely with other functions to provide a responsive service that meets the needs of the business.
Key peers:	Management Team; Finance; Operations; Engineering; HR and Marketing.
Positions reporting to this role:	Workshop Supervisors, Senior Administrator, Maintenance Operative

Roles & responsibilities (1)	
Purpose of this position:	• To manage the Engineering Workshop, resources and systems to ensure the company maintains a high quality, reliable fleet at all times in line with Company Policies, Regulatory Standards and Statutory guidelines, deadlines and requirements. • To contribute as part of the Management Team to the future direction of the business and to achievement of the company's Strategic Vision and Mission. • To promote and role model the agreed Values of the organisation
Key objectives:	• To ensure that all staff undertake their duties in compliance with company policies and procedures at all times. • To work under the direction of the Head of Engineering to ensure that the necessary resources are allocated to meet Departmental requirements and standards in order to provide excellent levels of customer service at all times. • To work with the Head of Engineering to ensure that cost effective and value added solutions are in place to meet customer needs. • To ensure that a safe and healthy work environment exists by adhering to company health, safety and environment policies, and ensure full compliance with relevant legislation. • To deliver all the requirements of Company policies in particular those designed to improve People Performance and Engagement.

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Roles & responsibilities (2)				
Dimensions of role:	Authority level -	As per authority levels.	No. of employees -	5 direct reports.
	Signing level -	As per bank mandate.	Outputs -	MOT passes; In-service vehicles, DVSA compliant
	Profit (% and £) -	Company budget.	Control systems -	Fuel; First use checks; inspection reports; EP Morris

Roles & responsibilities (3)	
Key responsibilities:	Operational management • To ensure that vehicles are maintained and cleaned to company standards and above DVSA minimum standards and that sufficient daily servicing, planned and unplanned maintenance is carried out. • To control, minimise and investigate engineering breakdown and repeat defects • To ensure that computer systems are fit for purpose and used effectively so information is easily accessible, relevant, up to date and meets legal requirements. • To ensure that compliance systems are robust and all activities are well documented to meet with any internal and external audit requirements. • To ensure that effective scheduling systems are in place for vehicle maintenance to minimise engineering lost mileage. • To regularly review departmental performance and recommend to Head of Engineering ways to improve the function and business outcomes. • To manage the VOSA Authorised Testing Facility (ATF) to meet agreed objectives. • To ensure that shift patterns meet the needs of business. People Management • To build a high performing and productive engineering team with an ASPIRE culture. In particular to take responsibility for coaching, mentoring and development of staff. • To recruit and develop new staff for the department in line with company procedures and standards. • To act as a technical expert for the engineering team, ensuring that staff have the skills and knowledge required for the job • To set and communicate clear and well understood team targets and communicate progress made. • To monitor performance in the department and take action when necessary to improve performance levels. • To ensure that staff appraisals are carried out on a regular basis. • To maintain a regular dialogue with the HR Manager to ensure that all HR

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	issues are dealt with expediently and in line with company policies and procedures. Financial management • To regularly monitor expenditure and recommend solutions that provide the best value for money. • To oversee the procurement of parts and stock levels. Project Management • To monitor performance and trends. • To ensure that the allocation of resources are supported by appropriate business and project plans. • To carry out and document feasibility studies for new initiatives, including a cost benefit analysis. Contract Management • To ensure that all external contractors involved in vehicle maintenance work in a safe manner and in accordance with health and safety requirements. • To recommend contractors who provide the best and most cost effective service for the company. Health and Safety compliance • To ensure workshop housekeeping is to the highest standard and machinery is in a good working order. • To undertake appropriate risk assessments. • To instil and maintain a strong health and safety culture amongst the Engineering team. • To be a member of the Health and Safety Committee, keep members updated of key issues and suggest appropriate solutions. Corporate communication • To take part in corporate employee initiatives such as Talkbacks to ensure that good communication channels exist between engineering and operations.
Limits of authority & Freedom to act	Freedom to act in day to day management of the Engineering Department. Within the guidelines set and agreed by the Managing Director and Company Policy, to discipline up to dismissal. Financial Authority Level per company Schedule and Policy.

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Capabilities	
Qualifications:	Essential – A relevant Engineering qualification at NVQ 4 or appropriate equivalent experience. Desirable: Transport Manager CPC, Health and Safety qualification and A full PCV licence
Competencies and Core Skills:	***Competencies*** / ***Skills*** • Leadership skills. — Computer Literacy. • People Management. — Budgetary Control. • Decision Making — Project Management. • Customer Service. — Performance Review/Appraisal Skills. • Planning and Organising. — Problem Solving and Decision Making. • Influence and Impact. — Meetings Management. • Teamwork. — Communication Skills. • Attention to Detail. — Interpersonal. • Expertise — Time Management.
Experience:	• Minimum of 3 years' experience of supervising a vehicle maintenance function. • Understanding of health and safety legislation and best practice. • Experience of fleet management software systems. • Understanding of the requirements of an operators' licence. • Experience in public transport environment an advantage.

General standards and expectations	
Managers and professional staff:	As a manager or professional member of staff within the company, you are required to meet a number of common standards of behaviour, accountabilities and outcomes. These include but are not limited to: • Ensuring your personal behaviour is consistent with company Values and the company Code of Conduct at all times. • Comprehensively familiarising yourself with, staying up to date with and ensuring compliance with all Company policies and procedures. • Ensuring compliance with all relevant legislation. • Maintaining and understanding the resources available within the RATPDev businesses and using them as appropriate.

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	Manage safety and risk • Ensuring all employees who report to you work safely. • Acting on hazards when they are reported, ensuring safety is integrated into planning and performance management processes, carrying out inspections and audits and implementing audit action plans. • Reinforcing correct safety behaviours, reporting all hazards and incidents and completing assigned actions. • Identifying and managing risk within your area of responsibility and ensuring that Company interests are protected at all times. **Manage employees** • Ensuring all areas within your control are free of harassment and discrimination. • Understanding, committing to and complying with the organisation's Social Responsibility Policies. • Regularly communicating with your staff, peers and others, ensuring their understanding of company objectives and aspirations as well as other information. • Managing your own performance and the performance of all employees who report to you in a positive, constructive and proactive manner. • Developing and supporting the development of future leaders for your business, department or function. Ensuring your personal skills and the skill base for all employees under your control is continually maintained and updated as required. Ensuring there is adequate competent cover for all roles. **Manage Company business interests** • Proactively managing any cost centres you are responsible for, ensuring appropriate but challenging budgets are set and achieved. Ensuring cost-consciousness at all times in the execution of your responsibilities. • Maintaining excellent relationships with internal and/or external customers and delivering to their expectations. • Ensuring professional advice is sought where appropriate. • Maintaining an awareness and understanding of the environment in which the business operates and responding appropriately.
All employees:	As an employee of the Company, you are required to meet a number of common standards of behaviour, accountabilities and outcomes. These include but are not limited to: • Ensuring your personal behaviour is consistent with company values and the company Code of Conduct at all times. **Work safely** • Taking responsibility for your own safety and that of others. • Working safely and complying with all safe work practices. • Reporting all incidents, hazards and unsafe working conditions or behaviour you encounter to your manager. Completing any actions assigned to you from an audit action plan. • Complying with all Company health, safety and environmental protection policies and procedures that are relevant to your work.

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	Treat people fairly and with respect • Familiarising yourself with the Company's Code of Conduct and other workplace policies and procedures and complying with them in the conduct of your duties. • Ensuring that you do not harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment. **Support Company business** • Carrying out your work in a conscientious and proficient manner. • Managing your own performance to ensure you meet the ongoing requirements of your role. • Maintaining excellent relationships with both internal and external customers. • Delivering prompt, accurate and efficient service. • Asking your manager if you are unsure of a course of action you are about to take. **Develop skills** • Ensuring your personal skills are maintained and updated as required by discussing your development needs with your manager and taking appropriate actions. • Supporting the development of fellow employees who are learning a new skills.
Vision and Values	To be an **Admired** and **Successful** business we are all **Proud** to work for which operates with **Integrity** and which treats people with **Respect** in the pursuit of **Excellence.**

Sign Off:	
Manager:	
Signature:	
Employee:	
Signature:	
Date:	