



Job description and employee specification

Job title:	Fleet Workshop Supervisor	Location:	Tewkesbury (Based out of Swindon Rd, Cheltenham)
Reports to:	Fleet Maintenance & Workshop	Working hours:	42 per week
Job number:		Salary grade:	G1 -G2 £47,055 - £48,233 per annum (including basic and allowances)
Supervises:	Workshop Staff and Facilities, Maintenance of Ubico's Fleet, MOT testing and customer/supplier liaison		
Main purpose of the job:	<p>Responsible for the immediate supervision of the allocated workforce on a day-to-day basis, and the maintenance of a high level of exceptional and efficient quality workflow through the Fleet workshop.</p> <ul style="list-style-type: none"> • To inspect, service, diagnose, repair, and maintain all types of vehicles (commercial and non-commercial), plant and equipment to the required standards and in compliance with workshop Health & Safety regulations and procedures. • Ensuring minimal vehicle downtime through effective scheduling, organisational skills, 'right first time' outcomes ensuring workshop productivity levels are maintained within budgets. • Responsible for ensuring the quality of the work produced by the workshop in line with regulatory guidelines and the successful completion of annual MOT inspections first time. <p>The post holder is required to support the Fleet Maintenance & Workshop Manager in achieving key performance indicators (KPIs) of the Fleet service and achieve full vehicle availability to successfully always support the needs of front-line services.</p>		
Key duties and responsibilities:	<p>This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes.</p> <p>This is what we need you to do:</p> <p>To be responsible to the Fleet Maintenance & Workshop Manager and assist in the day to day management of the area Fleet service including customer and supplier liaison and any other workshop arrangements and contracts.</p> <ul style="list-style-type: none"> • To be responsible for the direct supervision and effective work allocation of the workforce on a day-to-day basis, ensuring a high level of quality workflow through the Fleet workshop, carrying out periodic quality checks to ensure this meets the required standard. • To undertake maintenance, MOT prep and repairs of all vehicles and plant held or serviced by Ubico in line with O Licence obligations and ensure the accurate completion of records, both electronically and written. • Proactively support management of the retail MOT bay (where applicable) • Collaborate across the business including working closely with the operation team management and supervisors • To be responsible, as a key holder, for the security, opening and closing of the workshop, stores and depot yard as required. • Ability to work a shift system between the hours of 06:00 and 18:00 and to work outside of the normal working week to support the recycling and waste service including working 'catch-up days' when required and support the 'out of hours' stand by duties, on a rota basis as required. 		



- To provide written quotations/estimates for repair and maintenance of vehicles, plant and machinery as necessary and subsequent invoicing and recharging of internal and external customers.
- Responsible for inspection, calibration and the condition of all workshop equipment ensuring fit for use.
- 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 and ensure that staff comply with Health & Safety policy and legislation at all times and to attend Health & Safety meetings as and when requested.
- Deputise in the Workshop Manager's absence when required, undertaking the supervision and training of technicians, apprentices, improvers and work experience students.

Undertake any other responsibilities or training that may be required by the Head of Fleet Operations, commensurate with the grading of the post.

All employees of Ubico are also expected to:

- Work to add value to, and be a valued member of, the team and to be valued by customers.
- Comply with the organisation's health and safety policies and safe systems of working.
- Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation.
- Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation.
- **Be committed to and demonstrate the values of the organisation which are to:**
 - ☐ **Deliver quality** – what we do, we do well.
 - ☐ **Be safe** – look out for yourself and others.
 - ☐ **Do the right thing** – make good decisions and treat people with respect.
 - ☐ **Care for our environment** – protect where we live and work. Strive to be cleaner and greener.
 - ☐ **Work together** – communicate well and help each other.

Essential requirements - qualifications, skills, abilities, knowledge and experience:

Qualifications

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

Knowledge and experience

- Experience of managing or supervising a team.



	<p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to work as part of a team and deal with customers, colleagues, and management in a courteous, helpful and friendly manner. • Ability to use initiative and work with minimum supervision • Good level of IT skills • Excellent verbal and written communication skills • Good organisational skills 	
<p>Desirable requirements - qualifications, skills, abilities and experience:</p>	<ul style="list-style-type: none"> • Experience in supervising, developing and motivating a frontline workforce to deliver • exceptional service delivery. • Experience of working and carrying out inspections, servicing and repairs on a mixed • fleet of vehicles. • The ability to work under pressure to a high degree of accuracy, multi-task and use initiative to keep business performance on track. • DVSA Approved Tester for Classes IV and V11 or fully meet the requirements to become an Approved Tester. • Literate, including basic IT skills – to use, interrogate, update and retrieve data from the Fleet Management System and other forms of electronic equipment. • Working knowledge of appropriate Health and Safety Legislation. • Possession of own hand tools for work purposes. • Physically fit to work under vehicles and move around the workshop. • Experience of using electronic diagnostic equipment. • Experience of investigating and writing vehicle safety reports. • Knowledge of DVSA testable vehicle items and acceptable tolerances. 	
<p>Special conditions:</p>	<ul style="list-style-type: none"> • There may be a requirement to work at other locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service 	
<p>Date created:</p>	<p>25/11/2019</p>	
<p>Date reviewed:</p>	<p>31/07/2024</p>	
<p>Created/reviewed by:</p>	<p>Name: Alex Walsh</p>	<p>Job title: Fleet Maintenance & Workshop Manager</p>

