



Job description and employee specification

Job title:	Fleet Workshop and Maintenance Manager	Location:	Forest of Dean, Gloucester & other Ubico Locations as required
Reports to:	Ian Bourton & Alex Walsh	Working hours:	37 hours per week
Job number:	Ubico	Salary grade:	Grade I £47,181 rising to £48,226 after 6 months successful probation
Supervises:	Workshop Supervisors and all areas of Fleet Support Associates as required		
Main purpose of the job:	<ul style="list-style-type: none"> • Manage and continuously develop an efficient, value-for-money vehicle maintenance and repair service, ensuring high-quality, cost-effective support to all fleet customers. • Lead the operational delivery of frontline Fleet Workshop services, driving improvements, modernising processes, and creating a high-performance culture where staff are supported, developed, and able to excel. • Ensure the safe, compliant, and timely maintenance of high-profile frontline vehicles, working within DVSA standards, Ubico policies, and agreed budgetary constraints. • Lead on all safety and staff development activities within the workshops, including environmental improvements, risk assessments, safe systems of work, and the creation of training and development plans. 		
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> <ul style="list-style-type: none"> • To be responsible to the Head of Fleet Operations for the efficient and effective management of the fleet workshops and subcontracted 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 lead on workshop areas of Health, Safety and Personal Development – including undertaking workshop BPI/R, risk assessment, safe systems of work, COSHH, training, training plans, toolbox talk delivery, etc • 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, material supply chains and services including continuous scrutiny of subcontracting arrangements in accordance with individual contracts and Ubico’s financial regulations. 		

- 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, team meetings, 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.
- Ensure fleet workshop and other workshop and driver related computer systems are accurate and up to date as required.
- To be responsible for delivering transport related environmental improvements across all Ubico sites, within own skill set.
- 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, attend meetings 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.
- Responsible for control, 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.
- To 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.



	<ul style="list-style-type: none"> • 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:	<p>Qualifications</p> <ul style="list-style-type: none"> • Full valid, UK Driving Licence (or European equivalent). • City and Guilds full craft certificate in Motor Vehicle Mechanics, or Transport Manager CPC or equivalent experience. <p>Knowledge and experience</p> <ul style="list-style-type: none"> • Knowledge of best practice in fleet workshop or transport management including vehicle maintenance, environmental impact and aspects of relevant legislation and regulations. • Experience in the management of people, including developing and motivation to deliver outstanding service delivery. • Experience of driving efficiency in a workshop or similar people environment. • Experience of using computer systems. <p>Skills and abilities</p> <ul style="list-style-type: none"> • Understands the Risk, Health & Safety management implications of delivering the service, with the ability to undertake relevant risk assessments, safe systems of work, and associated reviews of existing documents. • Ability to travel to a variety of sites and workshops that Ubico operates, as necessary. • Communicates clearly and effectively, a good listener with good interpersonal skills. • Understanding and knowledge of customer expectations in a relevant field.
Desirable requirements - qualifications, skills, abilities and experience (not essential):	<ul style="list-style-type: none"> • Understands ICT solutions to improve operational performance. • Evidence of continuing training development relevant to the job. • Membership of CILT, IMI or similar. • NEBOSH
Special conditions:	<ul style="list-style-type: none"> • A requirement to undertake relevant personal development training as deemed relevant to the future evolution of the role requirements. • Expected to work reasonable additional hours in line with the needs of the service. • To keep up to date with current good practice, changes in legislation, identify future trends and advise the Head of Fleet Operations. Apply updated knowledge. • Own car available and insured for business use (mileage and subsidy paid for business miles).
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Created/reviewed by:	Alex Walsh
	Group Fleet Workshop & Maintenance Manager