

Job Description - Mechanical Engineering Service Delivery Chargehand (PB5)

Job summary

As the Mechanical Engineering Support Chargehand, you will have responsibility for managing and monitoring all aspects of our fast paced and flexible service provision for Forestry England vehicles, machinery and equipment.

Working closely with admin support staff at our Santon Downham workshop, you will ensure all vehicles, machinery and equipment under your remit, are inspected, serviced and repaired to the highest standard; utilising internal resources and establishing links with key external suppliers within your area of responsibility. You will mentor and develop a team of four to ensure the mechanical support provided is in accordance with the organisations vision and values.

Leading your team to successfully deliver business objectives, outcomes and targets, you will complete mid and end-of-year performance reviews, setting clear and defined objectives. In addition, you will communicate technical and safety information to your team engendering a culture of compliance and safe working. Adherence to Health and Safety Policy by ensuring staff complete Risk Assessments and maintain workshop husbandry standards is important in this role.

Repairing and Maintaining Vehicles, Machinery & Equipment is core to the workshop's business, therefore working knowledge of light vehicle repairs and systems is key. Regular work planning meetings are held between Chargehand and Area Fleet Manager to assess where internal resources should be prioritised and accurately recorded on the fleet management system.

Key responsibilities & accountabilities

Leading your team to successfully deliver business objectives/ outcomes/ targets.

- Ensure standards of conduct and performance are set and applied consistently across your team to Civil Service and Forestry England standards.
- Complete all mid and end-of-year performance reviews as required.
- Ensure both technical and safety topics are discussed, and information is cascaded to your team through use of toolbox talk sessions and newsletters, in addition to that of scheduled training events.
- Ensure knowledge, skills and best practice is shared across your team and your staff assist in driving their own Continual Professional Development (CPD).
- Act promptly to address performance related issues using 'Managing Poor Performance' policy.
- Manage your team's attendance to minimise business disruption whilst maintaining good standards of staff welfare.
- Address vacancies within your team effectively through your assistance with recruitment activity.
- Through discussions with your team members, identify and highlight training requirements to line management to be included within departmental budgets.

Repair and Maintenance of Vehicles, Machinery & Equipment.

- Ensure that all maintenance, inspections, servicing, and statutory checks (Such as PUWER, LOLER, PSSR, MOT's, Fuel Bowser, Plant, Trailers, AV's, etc) are scheduled and completed in accordance with the manufacturers specifications and internal policy.
- Identify and maintain an approved supplier network to enable efficient and effective external sourcing of maintenance for VME in those geographical areas which may require this.

- Ensure regular and routine work planning meetings are held between Chargehand & Area Fleet Manager to review daily workload and assess where internal resource should be prioritised.
- Ensure that records of all and any maintenance event, whether scheduled or otherwise, are recorded within the asset management software.
- Ensure all workshop equipment safety check processes are completed, actioning any defects by removing any required items from use until repairs are arranged.
- Oversee stocked items are kept relevant to live assets and seek solutions to overcome any supply chain issues which are identified.

Financial

- Authorise/check invoices within 3 working days of receipt from your Admin Officer whilst adhering to delegated authority limits. Escalate pre-approved invoices to the Area Fleet Manager.
- Ensure staff overtime claims are authorised with the Area Fleet Manager before submission to Head office by 10th day of the following month.
- Assist Admin Officer's in setting up New Suppliers in accordance with Forestry England's Financial policy.

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- Demonstrable experience and qualification of working in a customer and technical engineering focused environment.
- A sound understanding of legislative and regulatory inspection and testing compliance in an engineering setting.
- A sound working knowledge of Microsoft Office packages - in particular Word, Excel and Outlook.
- Approachable and customer focused.
- Experience of financial business and budgets.

Desirable professional and technical experience

- Knowledge and use of fleet management software, including asset records.
- Experience in working as part of a wider team across geographical areas.
- Demonstrable experience in leading a team successfully against set targets.

Qualifications

Essential

- A recognised technical qualification such as NVQ, SVQ to minimum level 3 and/or significant relevant experience in vehicle mechanics.
- Recognised time served experience in an engineering, fleet or motor industry role.

