

Job description - Mechanical engineering service delivery administration officer (PB6a)

Job summary

As the Mechanical Engineering Service Delivery Administration officer, you will have responsibility for managing and monitoring all aspects of our fast paced and flexible service provision for Forestry England.

Working closely with your admin support staff at one of our workshop locations, you will schedule all assets under your remit to be inspected, serviced, and repaired to a high quality, utilising both internal resource and establishing links with key external suppliers across your geographical areas of responsibility. You will work closely with the technical teams to ensure the support we provide is of high standard and in accordance with the organisations vision.

Forging close links with both our internal and external partners is an equally important part of the role, and so enhanced interpersonal communication skills are key to succeeding in this role.

The role will be location based and you will be expected to work flexibly as part of a multi-disciplinary team, providing a wide range of specific technical duties and work collaboratively with colleagues who are based at different sites. To support this, some infrequent travel may be required for meetings or training requirements.

This post will report to the Mechanical Engineering Area Fleet Manager and Mechanical Engineering Service Delivery Charge hand.

Key responsibilities & accountabilities

- arrange repair and maintenance of vehicles, machinery and equipment
- work as a team to successfully deliver high standards of service delivery for the maintenance and repair of assets across your geographical areas of responsibility
- ensure that all maintenance, whether preventative or otherwise, inspections, servicing, and statutory checks are completed in accordance with the manufacturers specifications and internal FC policy
- ensure regular communication is provided to Area Fleet Manager and Stakeholders on the status of equipment throughout the repair or maintenance process
- 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
- assess and carry out all assigned tasks, identifying the most appropriate method of effecting a repair/maintenance whilst considering cost, downtime and ensuring the safety of all

Financial

- order / process orders for parts Identified by field service engineers if above delegated authority
- comply with delegated authority limits for any purchases, escalating those which may be required
- highlight to Area Fleet Manager any instances where parts quotations may exceed financial expectation for further discussion and authorisation
- goods receive any parts ordered on receipt of parts
- assist in managing parts, consumable and lubrication stocks of workshop store

Communication

- maintain effective communications across your team, colleagues and suppliers through regular and routine discussions, toolbox talks and scheduled reviews
- ensure end users are kept fully informed of the status of assets under repair via Area fleet Manager and VME leads
- seek honest feedback on your own performance and act on that feedback
- attend training and maintain CPD to comply with business and personal requirements
- create and champion an inclusive working environment where people feel valued, safe to challenge and where contribution and success is recognised

Health and Safety

- complete 'Short Job Risk Assessments' when they identify additional risk's to a 'job specific risk assessment'
- keep records for audit / review purposes
- utilise the COSHH database wherever required
- attend weekly toolbox talk's with your team on matters such as health & safety, regulatory compliance
- ensure the effective safe working and encourage across the department
- ensure that your workspaces are regularly cleaned and are accessible, inclusive and maintain a positive approach to hygiene and welfare standards

Business Sustainability

- assist your team to successfully deliver business objectives/ outcomes/ targets in accordance with PPG 35 - Waste.
- identify areas where a reduction of waste could be achieved, and in cases where this is not feasible, recycling of packaging is effective.
- encourage an inclusive environment where people feel valued, and where new innovations are openly suggested for future improvements.

And any other tasks reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

- significant amount of experience of work in a similar role
- experience of financial business and budgets
- approachable and customer focused
- competent IT user with experience in MS Office suite of applications
- experience or knowledge of applying health and safety considerations
- good communication skills
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Desirable professional and technical experience

- experience working in a customer and technical engineering focused environment
- a sound understanding of legislative and regulatory inspection and testing compliance in an engineering setting
- use of fleet management software, including asset records
- experience in working as part of a wider team across geographical areas
- knowledge of risk assessments and COSHH

Qualifications

Essential

- full UK driving license that enables you to drive a Manual vehicle up to 3,500kg in UK