

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Fleet Maintenance Manager

Department(s): Fleet Services

Job Holder Reference: MLPR 072

No of Job Holders: 7

2. JOB PURPOSE

To effectively and efficiently manage all the workshops within the relevant operational division, ensuring that they deliver all the maintenance and repair provision for the core vehicle fleet within the parameters of service level agreements and budget. This will include assisting National fleet services in strategic Divisional fleet deployment.

Where we have identified additional resource capacity endeavour to exploit the capabilities and capacity of the workshops to achieve their full commercial potential through making representation to potential customers and securing additional income generation work for the Workshops.

3. DIMENSIONS

The Fleet Maintenance Manager has a varied and wide ranging remit in relation to the working functionality of allocated facilities within Divisional areas. The diversity of responsibilities will incorporate one facility covering a large geographical areas up to a multiple of six facilities, whilst ending in a large City based facility that will have a multiple staff skill base and 24/5 operational coverage.

The range of management knowledge and skills to cope with this diversity will include a high levels of applied Mechanical Engineering up to a minimum requirement of HNC vocational

level. Staff management and related responsibilities around operational liaison, delegated facility budget management and related system process makes this a demanding role. The complexity of the role comes with balancing all of the conflicting pressures that present themselves daily through the allocated operational vehicle fleet.

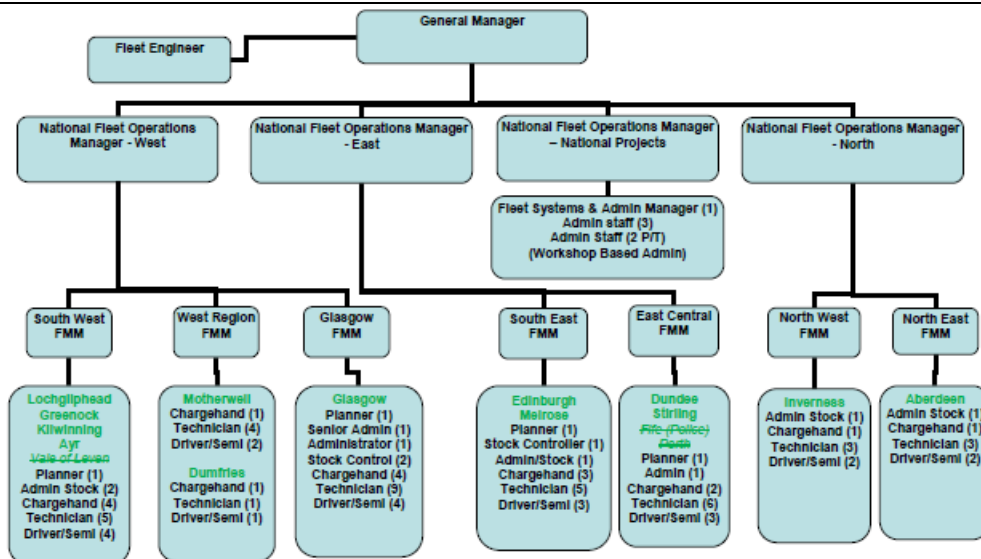
Variance of factors will include:-

- No. of Workshops
- No. of Vehicles
- Number of Staff & Skills Mix
- Annual Delegated Workshop Budget
- Overtime Budget Control
- Divisional Fleet Annual Mileage

Enforces HR Procedures in Wksp
 Deals with local WKSP HR issues
 Responsible for Day-to-Day Issues.
 Ensures good practice 'Treating People Well' is generally met.
 DMT as required
 Partnership Facilitating Management
 TIAG – Technical Engineering Forum
 E-KSF
 Multiple Remote Facility Management

4. Organisational Position

- [a] Responsible to a National Fleet Operations Manager
- [b] Fleet Administration manager reports to a National Fleet Operations Manager
- [c] Fleet Maintenance Manager is responsible for: Supervising Planners, Maintenance Chargehands, Master Craftspersons, Maintenance Assistants, Stock Controllers, Driver Handypersons, Apprentices & Workshops Administrators.



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. To be responsible to the National Fleet Operations Manager for the effective and efficient performance and management of the allocated workshop facilities within the division.
2. To direct workshop staff to maintain service plans, objectives and priorities formulated for the Fleet Services that meet our operational service objectives as presented in a SLA.
3. To be responsible to the National Fleet Operations Manager for ensuring that health and safety requirements are managed at a Divisional workshop level and being proactive so that risk management systems are consistently updated and reviewed.
4. To manage the fleet system data process at Divisional administration level to ensure that the relevant level of accuracy and process conformity is adhered to. This is inclusive of outside liaison with Leasing Companies which provide authority for work. This might include data from contractor's workshops or dealerships.
5. To manage the lease income and income generation targets within the operational necessity of core work – as defined at Divisional budget level. This might involve setting up new income generation contracts which need to be managed along with core work and other contracts.
6. As directed and advised to operate Quality Assurance and Best Value systems within the division and contribute towards national standards and procedures.
7. To give leadership, training, mentorship, management and direction to staff working in the various workshops and apply adequate local forums to ensure that staff are kept informed of local/national developments related to the service.
8. To select and recruit workshop operational staff in line with SAS policies and guidelines – ensuring that the relevant process and procedures for recruitment are followed. Where this includes shifts, allowance is to be made for managing the continuity process.
9. To appraise, review and monitor staff conduct, development, knowledge and skills in line with personnel and KSF policies.
10. Ensure the supply of the specified number of operational and support vehicles to Operational Managers as detailed in a Service Level Agreement, utilising the minimum number of workshop spare vehicles, and ensuring that vehicles are maintained to the specified maintenance and appearance standards.
11. Manage delegated Fleet Management budget and be pro-active in developing workshop economies. To be proactive in sourcing and recommending alternative parts and materials, which would lead to budget savings across the fleet.
12. Assist in the formulation and implementation of Service Level Agreements – that meet the

core operational dynamics of each Divisional area.

13. Where possible secures additional income generation work, especially applicable in large workshop facilities, on a commercial trading basis, so as to ensure that the full potential of all the workshops is achieved. Development of evening shift work [more widely used in WC Div] is a key objective from which an enhanced service provision can be provided for operational units outside of intense resource periods – also it makes us more attractive to external contractors.
14. Participate in all Fleet Management department management team meetings. Each Fleet Maintenance Manager may be required to lead a sub-group, which may influence the strategic objectives of the department and contribute to the formulation of department policy.
15. Manage all external agencies and contractors who maintain SAS and income generation customer vehicles, ensuring that they provide a cost effective and efficient service that meets the services standards and requirements.
16. Manage workshop material and parts stocks and manage the reconciliation process at local level to ensure that all stock is accounted for and records available for audit.
17. Manages the initial inspection and acceptance of new Vehicles into the Service, in liaison with the Fleet Engineer.
18. In liaison with the Fleet Engineer control the disposal of SAS vehicles, ensuring that all relevant paperwork and decommissioning are carried out to the appropriate standard. Also that the relevant computerised records are updated for the disposal of the asset via fleet administrative support service.
19. Post holders are regularly expected to do research & development via the technical forum on various projects related to A&E – PTS vehicle builds, and will be actively engaged on internal fleet operational developments within their Divisional areas.
20. To provide support out of hours as necessary to give expert guidance/advice on vehicle related issues – inclusive within the current contract arrangement - plus where appropriate oversee shift arrangements with visits [the latter being more relevant in WC & SE Div] to ensure conformity.
21. To undertake such other duties as may be required commensurate with the seniority of the post – which includes representing the department as required.

6 EQUIPMENT AND MACHINERY

The post holder is not generally required to use Maintenance or Workshop equipment – although has to have a thorough technically grounded understanding of their use.

Uses following computer software packages:

Laptop computer for use with Fleet System of which they will have a comprehensive all round understanding which includes monitoring workshop performance and ensuring scheduled vehicle legislative time based compliance.

Microsoft Word and Excel with access to the internet and e-mail.

Mobile Phone

Digital Cameras [Where Supplied]

Fax Machine & Photocopier

Has to maintain a full understanding of all the service vehicles and the allocated ancillary equipment deployed in them, and is expected to attend training courses to enhance and update this knowledge.

Is expected to have a good working technical knowledge of all the machinery & equipment engaged in technical repair throughout the allocated facilities.

7. SYSTEMS

Has to be able to access, utilise and be fully conversant with the main fleet system, and the support financial system, in order to run workshop facilities efficiently and effectively – this includes ensuring that the relevant budgetary codes are entered into the system for correct ledger apportionment.

Is expected to produce and analyse reports on Excel and Word related to the management of the Divisional locations[s] this will include productivity analysis – H&S audits and action plans and personnel related issues.

Has to be able to disseminate the relevant information via e-mail or fax to its intended recipients and be conversant with the utilisation of the system.

8 DECISIONS AND JUDGEMENTS

The Fleet Maintenance Manager is required to manage the delivery of the fleet management functions to Divisions in accordance with guidelines, procedures, and policy is determined by General Manager (Fleet Services) with direct line daily management responsibility to the National Fleet Operations Manager. Difficulties and exceptional matters are discussed with the appropriate management level (National Fleet Manager / General Manager) as and when required.

The Fleet Maintenance Manager is expected to make day-to-day decisions on running the workshop facility[ies] and liaise with senior operational management to ensure that this is done in an effective and co-ordinated manner. This will also include the liaison with outside agencies and their representatives.

The post holder is required to make judgements on a number of issues relative to information and data which has to be analysed, interpreted and compared with a range of options before an outcome is decided.

The management of staff on a daily basis is a fundamental requirement of the role and matters relating to pay & conditions are under the individual managers remit, with an expectation that this responsibility will be followed within the guidelines of Service Policy.

The performance of the manager is under constant review by the fleet manager [National] which in turn is benchmarked against the existing SLA with each Divisional General Managers (operations) with subsequent feedback and analysis.

9 COMMUNICATIONS AND RELATIONSHIPS

a) Within the Board/Unit

Works with all grades of Fleet Maintenance staff, to exchange information. Meets formally with the Fleet Manager on a monthly basis to review budgets, management and engineering progress.

Works with Divisional Managers to implement the Service Level Agreements, meets formally once per month to review performance indicators and to plan the elimination of management and other problems. Works with Divisional Managers to ensure fleet provision meets changing circumstances and attends Divisional Management meetings.

Work with senior fleet Management to deal with vehicle and transport problems and to review fleet distribution and the positioning of replacement vehicles and the workshop fleet of spare vehicles.

Uses their specialist knowledge to impart training to familiarise vehicle crew staff on new

vehicles or vehicle related equipment.

b) With External Organisations and Bodies

Meets with sub contractors concerning, details of particular tasks and technical difficulties.

Meets with supplier representatives concerning the supply of alternative material specifications.

Meets with potential customers to set out the services offered, their price and the supporting arrangements e.g. Health Boards, Local Authorities, Royal Mail etc.

Meet with SAS contracted auctioneers and with direct customers, concerning sales of SAS vehicles.

10. **PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

Physical skills – Driving skills, Competent computer skills and generally sound health.

Physical Effort – Dependant on geographical location a fair bit of driving as required to meet commitments.

Mental Demands – Being able to multi-task and keep concentration under pressure, enabling deadlines to be met.

Emotional demands – Dealing with staff at different levels and being able to meet their individual needs.

The post holder might be required to deal with information that is of a highly complex nature. This may have to be imparted to staff in sensitive or contentious circumstances.

In exceptional circumstances may be exposed to emergency incidents that could relate to an emotional trauma.

11. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Integration of resources within facilities that enables the prescribed operational fleet to be available to Operating Divisions which are fully legal, reliable, safe and to a good appearance – ensuring that this is all accommodated within the allocated budget provision and manpower resource to support the service.

Being fully conversant with a range of Service Policy and procedure that relates to the operational integrity of the department.

Being available for expert opinion and advice out of hours and where necessary attending shift changeovers to accommodate a comprehensive service provision – as contained within the current terms and conditions of contract.

Balancing staff needs with departmental & operational expectation.

Researching developments with vehicles that conform to the operational requirements and meet the legislative criteria – which will lead to improved efficiency and cost reduction.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Physical	Good health, able to cope with and respond to the pressure of the job. Mental resilience and reasonable physical strength or stamina.		Application Form (Sickness Record) References Interview
Qualifications	Recognised vocational qualification related to service management & mechanical engineering Time served technician HNC in Motor Vehicle Engineering or Mechanical Engineering or equivalent. Recognised H&S qualification such as IOSH - C.P.C. (RSA Certificate of Professional Competence)	Vocational Institute Membership [Institute of Motor Industry] [Institute of Road Transport Engineers]	Application Form Appraisal forms Certificates
Experience	- Relevant vocational management experience of a vehicle Workshop/Fleet operation. - Good knowledge of Motor vehicle legislation. - Proven track record of successful management of technical, administrative and manual staff including the ability to lead, develop, motivate and manage teams. - Be able to plan and manage budgets	- Previous experience of the emergency services - Previous experience in passenger carrying operations - Experience in writing detailed specifications	Application Form Interview Appraisal forms
Training	The post holder is required to have a level of specialist knowledge, which has been acquired through both in-depth practical experience and theoretical study	- Commitment to further training to improve management and personal skills.	Interview
Circumstances	- Ability to work irregular		Application Form

	hours if necessary.		Interview
Personality/ Disposition/ Attitude	<ul style="list-style-type: none"> - Proven good inter-personnel skills in communication - Capable of good relationships. - Willingness to be proactive and positive with a determination to achieve targets. - Ability to work under pressure and direct resources to achieve tight time-scales. 		Interview References Appraisal forms
Practical Skills	<ul style="list-style-type: none"> - Ability to develop, influence and implement systems and procedures to ensure that the department is well managed. - A competent understanding of the value & application of IT in a Workshops environ. 		Interview References

<p>13. JOB DESCRIPTION AGREEMENT</p> <p>Job Holder's Signature:</p> <p>Head of Department Signature:</p>	<p>Date:</p> <p>Date:</p>
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