

Job Description

Job Title: Workshop Manager	Department: Service
Duration: Permanent	Reporting to: Operations Manager

Job Summary

A Workshop Manager who can manage all aspects of the day to day operations of the workshop, supporting internal and external jobs through quality, timely and cost effective planning, meeting customer demand and objectives of the Company.

Main Functions and Duties

- Manage day to day operations of the workshop
- Ensure the adequacy of manpower to cover the workload to meet promised delivery dates
- Maintain regular contact with Operations Manager to establish the likely flow of work based on current sales activity, work plans for the period ahead and progress with existing workload
- Regularly review work plans and ensuring effective planning improves labour utilisation and minimising overtime costs
- Manage customer response in standard and non-standard times
- Develop and maintain a system of performance measures focussing on Quality, Delivery, Cost, Safety and Morale
- Develop new client opportunities, building credible relationships with decision makers and key influencers for workshop-based contracts
- Maximise existing client relationships, exploiting all opportunities for additional business
- Ensure targets outlined in the business plan are met
- Ensure all invoicing is completed on a timely basis
- Develop continuous improvement in all operations, processes and policies
- Provide technical support to both customers and employees
- Manage and increase efficiency
- Keep abreast of technical developments within the industry
- Prepare quotations in line with company authority levels for sales of equipment, repair and maintenance
- Maintain security standards, grounds, workshop, offices and all equipment to be kept clean and equipment appropriately tested for safety and calibration
- Establish cost effective sources for goods, services and hired equipment
- Appropriate administration, budgeting, monitoring, reporting and communication
- Brief all workshop staff daily to ensure that they are clear what is expected of them
- Ensure that staff skills are developed in line with the demands of the job
- Maintain company's disciplinary and grievance procedures
- Manage, train and motivate directly reporting staff according to company procedures, policy and employment law
- In-house and external training plans to be maintained in line with the objectives of the company
- Maintain the library of technical information used in the workshop, applying updates and informing relevant staff of technical notices as and when they occur
- Ensure that all employees reporting to you receive an annual appraisal
- Ensure that all staff are made aware of and are adequately trained in relevant health, safety and environmental matters
- Record details of and report on health, safety and environmental matters in compliance with the appropriate legislation
- Ensure that work standards comply with the requirements of the quality system and all

Job Description

- employees are conversant with the quality system
- Maintain ISO9001 accreditation and ensure that work standards are continually improved
 - Ensure all policies and procedures are followed to meet ISO14001 requirements
- Carry out any other ad hoc duties in line with business requirements

Critical Success Factors

Success in this role will be judged by the following key performance indicators:

- Effective labour utilisation
- Preparation of workshop plans
- Ability to quote and manage all workshop jobs
- Profit delivery
- Delivery of Management and KPI reports
- Ensure targets outlined in the business plan are met
- Appraisals

Working Conditions

- The role is based out of Newcastle workshop

Job Holder Attributes

Essential experience / skills and knowledge:

- Medium and High Speed engine and ancillary equipment knowledge
- Management skills including recruitment, motivation, training and development
- Excellent communication skills
- Ability to juggle multiple tasks
- A proven track record
- Marine and Offshore industry experience; and customer contacts
- HSE knowledge
- Commercial Experience

Useful experience / skills and knowledge:

- Computer Skills (Microsoft Packages as a minimum)
- IOSH Managing Safely certification

Personal Characteristics:

- Self-driven
- Energetic
- Results orientated with a positive outlook
- Clear focus on high quality and business profit
- Reliable
- Honest
- Flexible to travel
- Team Player