

HORTICULTURAL WORKSHOP CO-ORDINATOR				Purpose			
Reference No.	TN061	Type	Individual	<p>Reporting to the Fleet Maintenance Co-ordinator, the post holder will be the main customer contact for the horticultural workshop maintenance services.</p> <p>The post holder is responsible for the day-to-day supervision of the Fleet Horticultural workshop. A key part of the position is the requirement to provide a quality, cost effective landbased plant and machinery maintenance service that meets the needs of our customers.</p>			
Service	AT&E, Environment and Building Services, Fleet Operations						
Job Family	Para-Professional 5	Grade	FC7				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Prepare workshop loading and schedules for planned services and repairs. Co-ordinate and manage the working hours of employees to provide flexible and appropriate levels of staff during agreed normal working day.				Educated to SCQF Level 8 which includes HND or SVQ level 4 or equivalent in landbased engineering operations or relevant subject.		✓	
Ensure through effective planning, co-ordination and management that all scheduled and programmed service and repair works on landbased plant and machinery items are completed during the normal working day.				CMI SCQF Level 6 Certificate in First Line Management (S6C1) or equivalent.		✓	
Supervise the planning and allocation of works to Horticultural Mechanics in accordance with scheduled works' programmes.				Experience in the day-to-day running of a landbased plant and machinery maintenance workshop.		✓	
				Ability to effectively organise and manage workload priorities and allocation of staff resources.		✓	

Role Profile

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Ensure that the Council's and other clients' plant and machinery is inspected, serviced and repaired to meet Service/recommended standards as required by legislation governing the safe operation of landbased equipment.	Extensive experience of servicing, testing, repairing and maintaining a comprehensive range of landbased plant and associated groundcare, horticulture and forestry equipment	✓	
Liaise with the appropriate Fleet Maintenance Co-ordinator with regard to warranty claims ensuring that all claims are identified and recovered following Service and Council procedures.	Time-served Mechanic as recognised by an Industry Board	✓	
Supervise workshop security arrangements, ensuring compliance and effective management, employee communication etc, to ensure the security of all physical and other resources including information.	Communication skills	✓	
Support the Fleet Maintenance Coordinator to liaise with suppliers of plant, machinery, tools, parts and equipment on training needs to ensure correct, safe and efficient use of same.	Experience of supporting and delivering effective strategies to deliver organisational goals	✓	
Prepare job estimates for ad-hoc/special works as and when required.	Extensive experience of servicing, testing, repairing and maintaining a comprehensive range of landbased plant and associated groundcare, horticulture and forestry equipment and skills of using a Fleet Management system.		✓
When required, assist with the plant and machinery capital replacement programme. This involves preparing condition reports and digital photographs of service user items due for replacement. Ensuring presentational material is of the required standard.	A comprehensive knowledge and awareness of appropriate regulatory, legislative, statutory requirements and governance issues commensurate with the remit of the post	✓	
Ensure effective planning, communication and liaison with customers, clients and suppliers to ensure that the correct plant and machinery are presented at the correct time on the correct day for planned and responsive servicing, repair etc.	Full Driving licence	✓	

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Ensure the provision of appropriate and suitable service replacement of landbased equipment when required by customers/clients to maintain service delivery requirements.	Experience of taking action and taking responsibility for making key decisions (Deliver results - See 'How We Work Matters' Framework)	✓	
Contribute to Fleet Services/inter Service meetings, reviews and meetings with clients, etc. for the purposes of effecting improvements in service provision, working practices, reviewing performance, etc.	Ability to contribute and develop imaginative solutions to situations affecting the Council and Fleet Services		✓
Minimise unnecessary plant and machinery downtime through effective liaison with clients/customers on the rescheduling and receipt of equipment for planned and responsive servicing and repairs in order to return equipment into service in accordance with anticipated timings to meet client/customer expectations.	Problem solving skills (Take ownership)	✓	
Manage workshop performance indicator targets e.g. sub-contracted work, non-productive time, plant and machinery availability, staff absence, cost of consumables etc. taking corrective actions and responses in accordance with Service procedures when required.	Time management skills	✓	
Contribute to, and effectively manage at workshop level Service quality control standards, systems and procedures, Customer Care Standards and procedures, productivity monitoring etc. taking corrective actions and responses in accordance with Service procedures when required.	Ability to prepare and draft reports		✓
Maximise plant and machinery turnaround and workshop productivity through effective planning and organisation of manpower, parts and other identified resources required, e.g. specialised equipment.	Able to lead and work as part of team (Work together)	✓	
Ensure that the workshop operates to the correct standards to comply with regulatory and legislative requirements.	Good customer care skills (Focus on Customers)		✓

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Supervise all Health and Safety requirements and operations at the workplace, ensuring compliance and effective management of risk assessments, employee communications and inclusion, etc.	Good understanding, awareness and appreciation of Health & Safety at Work		✓
Ensure the effective management and operation of the Fleet Services Management Information Systems, e.g. Tranman, including the monitoring and reporting of labour costs for servicing and repairs for core contract items.	Experience and understanding of a modern fleet / workshop management computerised system e.g. TRANMAN (Embrace technology and information)	✓	
Monitor any requirements for undertaking additional chargeable works.	Prepare job estimates for ad-hoc/special works, using a Fleet Management System.		✓
Supervise overtime working in accordance with Service permissions and criteria for working same.	Working knowledge of HR and payroll systems		✓
Ensure that all additional work/income is correctly costed, controlled and notified to the correct service user, including supervising the inspection work and the coding of chargeable and non-chargeable work, in accordance with Service and Council procedures.	Budget Management Skills	✓	
Administration of banking through Chip and Pin, ensuring conformance to Corporate procedures.	Working knowledge of financial systems.		✓
Ensure the accurate and timeous completion, processing and maintenance of forms and other documentation and data input into the fleet management system (Tranman) e.g. labour hours and materials allocated to jobs.	Working knowledge of fleet management systems	✓	
Supervise routine checks on the fleet management system data ensuring that all documentation and reports are completed in accordance with Service and Council procedures.	Working knowledge of fleet management systems	✓	

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Contribute to the preparation, collation and evaluation of information to be used for productivity monitoring and evaluation, benchmarking, etc.	Performance management skills	✓	
Manage the operation of the Service's Attendance Management processes, ensuring application of Council's absence policies and procedures, advising the Fleet Maintenance Co-ordinator of any concerns, more complex issues, etc.	Working knowledge of IT systems such iTrent and FISH relating to attendance management.	✓ ✓	
Identify employee training and development needs and opportunities to meet both Service and employee needs through Contribution Management, Training Needs Analysis, etc. Liaise and co-ordinate with the Fleet Maintenance Co-ordinator on employee skills and competency needs and development.	Team Building Skills	✓	
Contribute to the development and management of employee's skills and knowledge which contribute to continuous improvement in the provision of services that provide Best Value, value for money and customer care.	Actively promote How We Work Matters ie Take Ownership, Focus on Customers, Work Together, Embrace Technology and Information and Deliver Results and the Council's aspirations of creating a positive workplace through Reality Check/Unwritten Ground Rules ethos.	✓	
Arrange and manage the recruitment, selection and induction for workshop posts in own workshop, assisting in other workshops when required.	Experience of consultation with new position holders, identifying training needs, preparing training programmes.		✓
Within the designated workshop location, directly supervise staff, giving instruction, guidance and assistance where required, to support Mechanics, Apprentices and others in the workshop team in the performance of their duties.	Performance Management Skills	✓	
Hold regular team meetings, team briefings, etc as required.	Experience of organising and managing team meetings	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results