

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Community Services		Service Area: Construction Facility Services, Transport & Workshops	
JOB TITLE: Workshop Manager			
GRADE: L			
REPORTING TO: Fleet Services Manager			
1.	JOB SUMMARY: To take responsibility for the Workshop operation including the delivery of all legal requirements in terms of Planned Preventative Maintenance Program and Operator (O) license requirements. To ensure SBC fleet is managed effectively and efficiently to ensure vehicles are ready for use by all operational departments when required. Manage the class 4, 5 and 7 MOT centre to ensure annual tests and Taxi testing is carried out in line with the Driver and Vehicle Standards Agency (DVSA) and Taxi licencing requirements.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To be responsible for the day-to-day safety, security, management, control, and monitoring of the Workshop	
	2.	To be responsible for the health & safety and welfare of all people in the Workshop.	
	3.	To ensure regulatory compliance with vehicle maintenance and repair standards including scheduled maintenance, breakdowns, recovery, and maintenance of records.	
	4.	To supervise, organise, prioritise, and allocate work to Workshop staff	
	5.	To undertake a range of staffing and sickness management functions.	
	6	To be responsible for undertaking quality control checks, inspections, and maintenance audits.	
	7	To be responsible for developing and maintaining health & safety procedures including risk assessments and C.O.S.H.H records.	
	8	To work and manage a call out rota system for breakdowns, outside of normal working hours as required.	
	9	To ensure that all and vehicles are maintained, serviced, and repaired in accordance with legislative and contractual requirements and supplier specifications.	
	10	To operate as the DVSA appointed person for the operation of the MOT testing station and ensure DVSA standards are maintained, and outcomes are assured.	
	11	To supervise the inspection of taxi and private hire vehicles as required by the Authority's Licensing Scheme.	

	12	To provide detailed input for the quotations, planning, and reviews of all workshop projects.
	13	To carry out driver assessments.
	14	To manage systems to recover warranty costs from manufacturers.
	15	To maintain a Fleet Inventory of vehicles and update as necessary when new vehicles are introduced and vehicles are de-fleeted
	16	To carry out accident investigations and disciplinary hearings for non-compliance to Stockton Council procedures reporting back to the Fleet Services Manager.
	17	To monitor parts expenditure and Fleet Factors (Parts Partner) contract performance.
	18	To maintain a workshop equipment inventory and manage equipment maintenance, including annual tests, and calibration.
	19	To ensure the development and maintenance of safe working practices regarding vehicle and plant repairs.
	20	To maintain strong, effective relationships with representatives of DVSA, other agencies, partner services, and suppliers of vehicles.
	21	To ensure a culture of excellent customer service. To set and agree customer service standards, monitor performance and customer satisfaction and deal with complaints proactively.
	22	To develop and implement quality management systems. To continuously review and improve existing management systems, operational procedures, and processes.
	23	To be responsible for service budgets as appropriate and ensure stringent financial controls are implemented ensuring maximum cost efficiency.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

Job Description dated 17th July 2026



PERSON SPECIFICATION

Job Title/Grade	Workshop Manager	Grade L
Directorate / Service Area	Community Services	Construction Facility Services, Transport & Fleet
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	• City and Guilds Part 3 in HGV Motor Vehicle Studies or equivalent demonstrable experience. • 5 GCSEs, including Maths and English or relevant qualification at Level 2. • Level 3 Management Qualification or equivalent demonstrable knowledge. • DVSA Inspectors Qualification or equivalent. • Certificate in Professional Competence (Freight) or willing to achieve qualification.	• NEBOSH Certificate. • A member of a professional trade organisation • Level 5 Management Qualification. • HGV Class 2 Driving Licence.	Application form
Experience	• Leadership and management experience of technical teams including all aspects of training, welfare, and development. • Experience of consistent application of safe system of work and routine audit and assurance practice. • Experience of working in a customer focused service.	• Delivering customer service excellence	Application / Interview

	• Experience of the practical and technical aspects within a Transport environment. • Experience of supervising, training, and developing others in a technical field. • Experience of using computerised systems. (MS Applications) • Experience of implementing and managing an annual maintenance planning cycle. • Experience of quality assurance practices and implementing practice and quality management standards. • Experience of developing Health & Safety policy linked to maintaining a good, safe culture.		
Knowledge & Skills	• Proven ability to manage, supervise, motivate, and communicate well with staff. • Ability to prioritise service issues and implement/lead organisational changes. • Ability to advise Fleet Manager on Vehicle renewal status as part of the vehicle replacement purchasing process. • Knowledge of budget systems. • Knowledge of relevant quality standards. • Ability to deal with and prioritise, high volumes of varied and complex issues, complaints, and requests for service. • Ability to delegate to and manage staff effectively and fairly. • An ability to work accurately in meeting strict deadlines. • Excellent communication and organisational skills.	• Technical knowledge of Municipal Vehicles and the special aspects of reactive and routine maintenance needed to maintain an operational fleet.	
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • An awareness of the importance of personal development and shared learning/support in the organisation. • The ability to contribute to a shared objective when delivering a customer focused front-line vehicle service.		Application / Interview

	• The ability to demonstrate a positive and enthusiastic attitude when delivering services. • To be able to demonstrate personal initiative to find innovative solutions. • To be able to work flexibly were necessary including weekend work. • To work as part of a strong professional management team. • Personal demeanour and credibility which inspires confidence and motivates colleagues.		
Other requirements	• Full Driving Licence		Application

Person Specification dated 17th July 2026

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Community Services	SERVICE AREA: Construction Facility Services, Transport & Fleet
JOB TITLE: Workshop Manager	
GRADE: L	
JOB LOCATION / BUILDING: Cowpen Lane Depot	
REPORTING TO: Fleet Services Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)	Yes	
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		No
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		No

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.	Yes	
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		No

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		No
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		No
Working at Heights - Safety Critical: Employee will be required to work at a height .		No
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		No

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.	Yes	
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		No
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		No
Lone Working (including Home Working): Employee will be required to work alone.		No
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	Yes	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:

Date:

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk