

Workshops

Operations Manager

Reports to: **City Transport Manager**

Direct reports: **Staff as allocated**

Evaluation: **660 points**

Grade: **N10**

Reference: **A5812**

Purpose

Newcastle City Council (City Transport) are seeking a qualified, time served Workshop Manager, appointed on a permanent contract. To provide maintenance, and development of efficient and cost-effective engineering services within the section. The Workshop Operations Manager coordinates daily facility operations, oversees personnel, manages budgets, and enforces safety protocols. They bridge administrative management with hands-on technical knowledge to maximize efficiency, ensure equipment reliability, and maintain strict quality control.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. The successful candidate will take full responsibility for the multi disciplined teams within the HGV vehicle, Light goods vehicle and Horticultural & Plant workshops facility at Newington Road, Sandyford. To provide an efficient and cost-effective engineering service to include vehicle and plant maintenance and repair services in accordance with statutory, contractual, and operational requirements.

2. Management of multi-skilled staff operating in vehicle and plant Workshops. Set shift schedules, lead in communication and problem-solving competencies to motivate workshop teams, resolve conflicts, and drive the business forward in line with council policy. for monitoring the quality of operatives' work to ensure the required standards are met. Development and implementation of policy and procedure to achieve adherence to and monitoring of statutory procedures.
3. Monitor productivity, and conduct performance appraisals. Development of staff to meet performance targets, including collation of data and interpretation. Manage compliance, quality control, and quality assurance standards and specifications
4. Allocation of resources to ensure that the vehicles and plant are serviced/repaired in accordance with service schedules and all statutory requirements, planning schedules of work 12 months in advance.
5. Responsible for the security and maintenance of all allocated resources including engineering workshops, depots, materials and vehicles. Oversee the servicing, maintenance, and calibration of all tools and equipment,
6. Provide an effective emergency breakdown service for the repair and maintenance of vehicles and plant.
7. Provide estimates/quotations for repair and maintenance work as required. Prepare job costings, customer proposals, provide tender responses, establish contracts & monitor service Level agreements, liaising with internal and external stakeholders.
8. Maintain strict budgetary cost control and monitoring to ensure contracts are fulfilled within the laid down financial constraints monitor project budget expenditure and all revenue budgets and ensure compliance with financial policies and procedures

9. Carry out administrative functions associated with main duties and produce such records and returns that are required through the use of fleet management software packages.
10. Lead in the development, implementation, maintenance, and compliance of integrated management systems. Research and implement new technology and initiatives in relation to service delivery and working methods for the purpose of continual improvement.
11. Liaise with clients and suppliers to resolve technical issues or disputes and maintain good relations with internal and external customers.
12. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
13. To enforce workplace safety regulations and hazard reporting. Conduct risk assessments and produce safe practice guidelines to help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.