

Job Profile Information: Engineering Manager

This supplementary information for Engineering Manager is for guidance for Job Level 5 Zone 1

Camden Way Category 4/5

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Camden Accessible Travel Solutions (CATS) is the Council's in-house transport service. CATS sit within Housing Support Services and is part of the Supporting Communities Directorate within Camden Council.

CATS is based within York Way Depot, in King's Cross, London. The service is responsible for a wide range of transport related services including; the provision of accessible buses for children and adults, taxi bookings, fleet maintenance, MOT service, Driver training, fuel provision and manages a range of concessionary travel schemes.

The Engineering Team is responsible for the management of the Council's fleet of vehicles (circa 330), ensuring compliance is maintained through planned vehicle inspections and scheduled maintenance tasks. The team also incorporates the workshop and MOT Centre and is responsible for health and safety compliance within the wider depot, in consultation with Corporate Property and Health and Safety.

The Engineering Manager is a key member of the service management team within CATS and plays a lead role in ensuring compliance for staff members, vehicles, the depot and equipment maintenance.

Example outcomes or objectives that this role will deliver:

- Responsible to the Head of Service (HoS) for ensuring that enough serviceable vehicles are always available to meet operational requirements.
- Organise, control and monitor engineering and logistics activity at York Way Depot and other applicable sites making use of company management systems such as Truckfile where appropriate and as directed. This management responsibility covers the Council's normal

working hours to optimise staff costs, utilisation and performance, and ensure the highest possible standards of maintenance, repair & reliability are achieved in keeping with the undertakings to VOSA and TfL and the Traffic Commissioner.

- To ensure that all aspects of vehicle compliance are maintained; including MOTs for both O Licence and non-O licence vehicles.
- Exercise close financial control of budgets and ensure depot engineering outputs are achieved within budget.
- To be responsible for creating an annual income generation plan for CATS and to take the lead in ensuring that the annual income target is achieved.
- Supported by Operations Manager and/or Leading Hands under his/her control, to be responsible for the initial investigation of technical problems at local level, involving external suppliers as appropriate.
- Initiating Warranty recovery action for all items changed under warranty at the depot within his or her area of responsibility; using Truckfile where appropriate. To ensure all aspects of warranty and parts tracking procedures are followed within the depot.
- Assisting the Head of Service and Corporate Safety Manager to investigate and monitor all accidents thereby minimising accident related costs.
- To liaise with the Logistics Manager to minimise and ensure the correct allocation of Lost Mileage and driver cross charges.
- To be responsible for organising and monitoring the daily cleaning and maintenance of garage premises, plant, tools and equipment to ensure these are kept at an appropriate standard commensurate with Health & Safety requirements.
- To deal with all day-to-day matters involving local trades union representatives, to ensure the smooth operation of the engineering and depot facility.
- To promote awareness and to ensure the implementation of all mandatory Health & Safety procedures and legislation, through training, mentoring and utilising the Council's Disciplinary procedures when necessary.
- To lead by example and to demonstrate all aspects of the Council's behaviours.
- To lead on the procurement of the Council's green fleet of vehicles and associated fuel technologies, in support of Camden's environmental policy and associated initiatives.
- To actively participate in continual service improvement within CATS. Fully supporting Business Improvement initiatives and pro-actively driving continuous improvement and Best Practice within the depot and workshop.
- To assess and manage risk and to work within safeguarding policies and procedures.

People Management Responsibilities:

- The role will manage an effective system for planned vehicle and equipment inspections (including MOTs), ensuring that inspections are carried out within the agreed time parameters.
- The role will oversee compliance with Health and Safety legislation within the depot; including overseeing regular fire drills.

- The role will ensure that all Officers within the team are supported, with regular supervision and training; for example, on-going peer training for Fitters, Apprentices and MOT Inspectors.
- The role will oversee excellent customer service within the MOT Centre, which is open to members of the public.
- The role will represent CATS for vehicle procurement, especially in relation to green technology and fuel.
- A list of approved suppliers for parts and equipment will be developed, in line with the Council's Procurement policy and procedures.
- A comprehensive stock-taking system for all parts, equipment and supplies will be maintained.
- The role will effectively manage assigning vehicles and undertaking checks for Drivers of the council's fleet of vehicles.
- The role oversees O Licence Driver training.
- The role will work with colleagues to deliver agreed annual income targets and ensure that the MOT income generation model is financially viable.
- The role will ensure that all vehicles are always meeting VOSA/DVSA compliance standards.
- Full responsibility for keeping all fleet vehicles safe and in good condition at all times.
- To keep records of all safety inspections and maintenance for a minimum of 15 months.
- The role will ensure that all driving hours are adhered, and any infringements dealt with as per VOSA requirements.
- Drivers are suitably trained and correctly licensed.
- Responsible for accurate BSOG returns.

Relationships;

The post holder will provide professional expert, technical and management support to a team of Officers and Workshop staff members within the Engineering Team. The post holder will provide direct line management support to the Operations Manager.

Specific people management tasks include the following:

- Supporting staff – regular supervisions and team meetings, co-ordinating training and effective communication flows.
- Managing ill health – undertaking Return to Work Interviews, managing ill health as per the Council's policy and procedure.
- Reducing Risk – managing staff inductions, undertaking risk assessments and processing Enhanced DBS checks.
- Managing Attendance – inputting absences onto Oracle, managing annual leave and other leave requests.
- Managing Performance – using performance indicators when setting annual performance expectations.

Relationships:

- Working with Customers – providing excellent customer service by the post holder and by Officers within the Engineering team.
- Working with Colleagues – working collaboratively with internal teams, such as Parking Services, the Repairs team, Procurement, Health & Safety.
- Working with External Partners – liaising with suppliers and the DVSA, training bodies, external contractors.

Work Environment:

The post holder:

- is based within the transport depot within York Way, King's Cross.
- may be expected to attend meetings with key stakeholders within other premises or other council offices.
- will be expected to work flexibly, as per the Council's agile working policy.

Technical Knowledge and Experience:

- To have knowledge of all Operators Licence requirements and any other statutory and/or regulatory requirements in the management of its Fleet and Passenger Services; inclusive of Vehicle Maintenance, the MOT Bay and Transport Operations.
- To have a good understanding of health and safety legislation, regulations and requirements, as they relate to Fleet and Depot operations.
- Must have a sound engineering background in the maintenance/repair of passenger carrying or large goods vehicles including a comprehensive knowledge of vehicle systems and layouts.
- Have a sound knowledge of company vehicle types, maintenance procedures, working arrangements, and relevant VOSA legislation.

Experience of:

- Managing a busy transport depot.
- Overseeing a team which carries out inspections and works, within distinct timelines, to an agreed quality standard.
- Providing a customer-focussed service, working in partnership with internal and external stakeholders.
- Using IT systems to collect performance and compliance data, to create a culture of continual improvement.
- Leading the procurement process, bringing your knowledge of green technology and associated fuel technologies.
- Effectively monitoring contracts to ensure that performance against agreed measures, is delivered.
- Engaging with stakeholders to be a lead spokesperson for green fleet initiatives, technologies and fuel management.

- Setting and managing budgets ensuring full recovery of all expenditure, as well as attaining income targets.
- Complying with legislative Health and Safety requirements, to ensure safe working systems and practices.
- Responding to MP/Councillor Enquiries, FOIs, Complaints and other written requests, as per the required standards and response times.
- Writing transport related policies, procedures or guidelines, to support fleet and depot management.
- Providing technical and vehicle related advice, reports, analysis and information for the effective operation of the Council's fleet.
- Developing Service Level Agreements and contracts and monitoring against budgets.

Camden Way Five Ways of Working

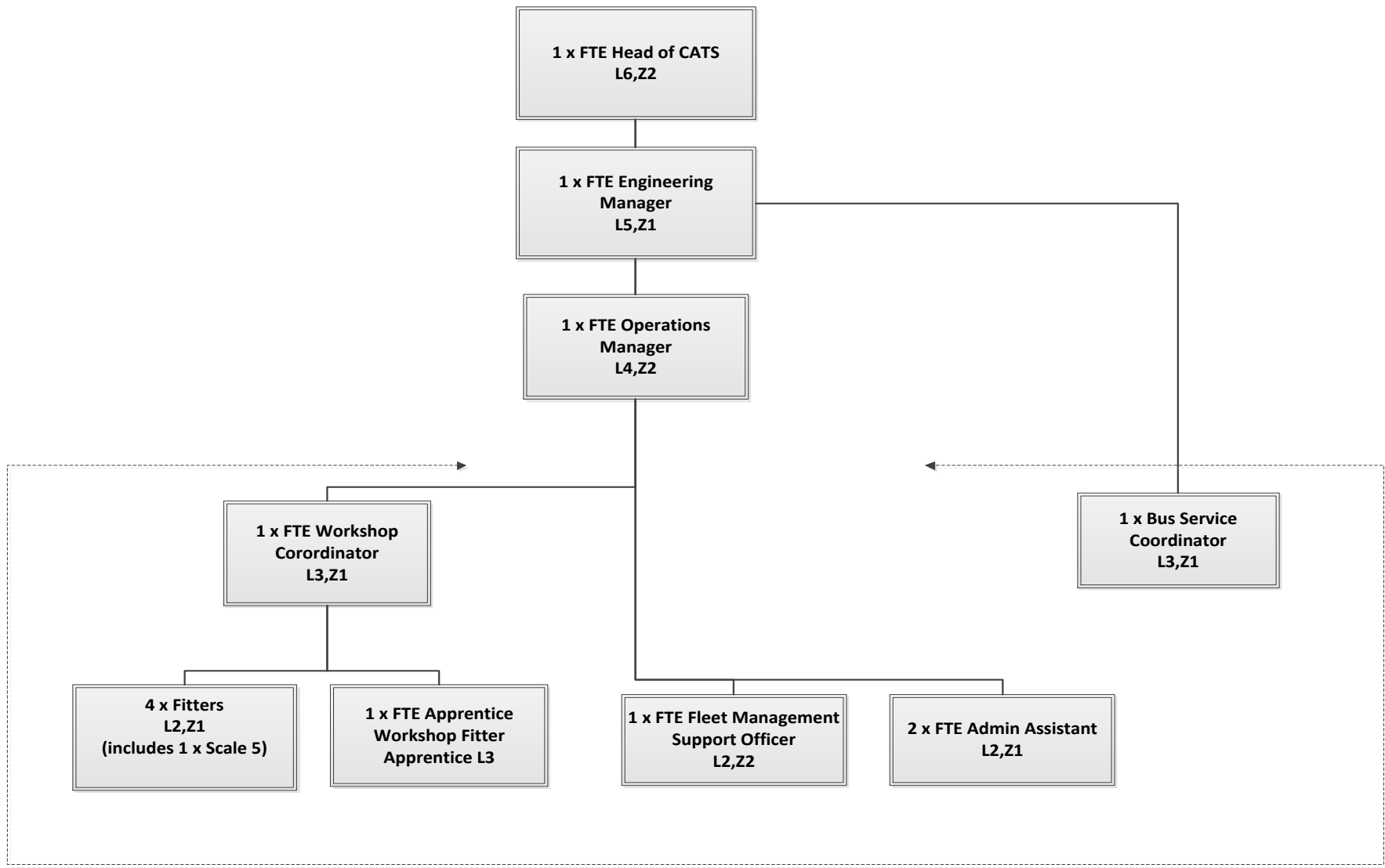
In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

Chart Structure - The post holder will report to the Head of CATS. The post holder will provide expert, technical and management support to a team of officers. Please see the structure chart below.



These roles are subject to review.