

## **JOB PROFILE**

### **WORKSHOP FOREMAN**

Accountable to: Branch Manager

Contractual Hours:

**The post-holder will be responsible for ensuring the smooth efficient running of the workshop.**

**Particular areas of responsibility will be to: -**

- Oversee the daily running of the workshop. Prioritising workload to meet customer needs, ensuring a steady flow of work through the workshop.
- Liaise with relevant customers if necessary to ensure any work is authorised prior to commencement.
- Ensure service exchange and warranty parts procedures are adhered to.
- Be on hand to provide technical support to the workshop, internal and external customers if requested.
- Monitor job cards and service documentation for completeness and accuracy at the end of the shift before handover.
- Ensure all Health and Safety regulations and safe working practices are adhered to within the workshop.
- Ensure the provision and ongoing condition of workshop tools and equipment, liaising with Branch Manager to arrange purchase, repair and calibration.
- Ensure a high standard of cleanliness and tidiness is maintained within the workshop at all times in order to maintain the company image and a safe working environment.
- Supervise workshop staff, including monitoring of timekeeping and productivity.
- Authorise any necessary overtime through the Branch Manager if the workload requires it.
- Make any shift pattern arrangements to provide adequate cover when Technicians are on holiday or attending training courses, making sure that the Workshop Controller and Reception are aware of any changes.
- Required to work alternate Saturdays

**Candidates should be able to demonstrate: -**

1. A technical qualification or proven experience of repairing and maintaining vehicles.
2. Able to work on own initiative and to strict deadlines
3. Ability to organise own workload and that of the team
4. Excellent customer service skills
5. Proven administrative skills.
6. Awareness and understanding of health and safety requirements.
7. Ability to actively seek solutions to problems.
8. Supervisory skills
9. Flexible approach to working hours

**Particular experience / skills that will be regarded as ideal are: -**

10. Previous supervisory experience.
11. Knowledge of the automotive industry

**Qualifications preferred:**

1. HGV Class 1 licence – ideal but not essential