

JOB DESCRIPTION

Position/title	HGV Workshop Manager	
Department	Fleet Workshop	
Location	Station Road, Blackrod, Bolton	
Job Banding	Band 6	
Reports to	Operations Director	
Direct reports	HGV Mechanics	
Other Key Relationships	Managing Director Transport Manager Waste, Commodities & Planning Manager Logistics Planners	Drivers Contractors & Suppliers Health, Safety & Compliance Team HR Team
General Summary	Responsible for developing and managing an effective and prioritised schedule for undertaking in-house inspections, MOT preparations, planned preventative maintenance, and responsive repair of fleet vehicles in a professional and safe manner. Responsible for managing, developing and leading the HGV Workshop team, driving forward continuous improvement in order to ensure the most efficient and effective service possible.	
Core Responsibilities	• In communication with the Transport Manager, develop and implement an effective and organised plan to carry out repairs/maintenance and servicing of our fleet vehicles and trailers, using the most economical repair method (time and cost) to ensure the fleet remains operational with minimal downtime, and compliance with the company's operator licence and DVSA regulations. • Work in partnership with the Transport Manager and Waste, Commodities & Planning Manager to coordinate maintenance activity and achieve timely, prioritised maintenance, repair and servicing of our fleet vehicles, that meets current legislations, health and safety and DVSA standards. • Develop and maintain positive, professional relationships with all drivers, ensuring a fair, consistent and impartial approach to vehicle repairs and maintenance. • Establish and communicate a clear, transparent and straightforward process for assessing and prioritising repairs, ensuring the same criteria are applied consistently across the fleet, while balancing safety, compliance and operational requirements. • Effectively communicate day to day requirements to the team, ensuring the team carry out scheduled works to the required standards and to deadline. • Ensure the HGV Workshop is covered at all times, as far as reasonably practicable, and that effective staff rotas are in place and continuously monitored. • As required, transport fleet vehicles to and from supplier sites, MOT centres etc., and attend off-site breakdowns. • Develop and maintain strong, effective relationships with key suppliers and service providers, negotiating competitive pricing, securing priority bookings and timely support, and building trusted partnerships that provide the business with the best possible service, value and operational flexibility. • Schedule and carry out regular inspections to check for defects and/or damages of fleet vehicle tyres and wheels, arranging for replacement or repair as required, in a timely manner.	

	• Investigate and diagnose faults, report findings and carry out all repairs to the current manufacturer's standards, complying with warranty procedures and material. • Ensure effective fault diagnosis by the HGV Workshop Team and subsequent rectification of defects, including hydraulic, pneumatic and electrical. • Lead on stock control for the HGV Workshop, ensuring that parts, materials and tools are ordered and stocks maintained as required. • Develop and implement a system to ensure that parts, materials, and tools are stored safely and securely, logged in/out and kept in good working order at all times. • Monitor and take responsibility for maintaining a safe working environment by keeping the workshop and associated areas of work clean and tidy. • Advise and educate staff on basic maintenance, preventative measures, and potential consequences of poor maintenance, including providing Toolbox Talks alongside the Transport Manager as required. • Organise service and repair documentation and any/all other maintenance documentation in accordance with company standards and legal requirements. • Ensure clear and accurate written and verbal communications with suppliers, drivers, colleagues and managers at all times. • Take responsibility for managing own working time, seeking efficient ways to carry out own workload to maximise output and minimise wastage. Managing People • Manage, develop and mentor the HGV Workshop Team, in order to achieve best in class service in all activities, and to enable the staff to reach maximum potential within their roles. • Lead the HGV Workshop Team in building and maintaining excellent working relationships with the wider operational departments. • Ensure that staff in your area of responsibility receive effective training, from induction through to refresher training, regular Toolbox Talks, and guidance. • Communicate business objectives effectively to engage the team in your area of responsibility and build their commitment to achieving targets. • Play an active role in the recruitment and onboarding processes for your area of responsibility, screening and interviewing candidates, working with the HR team to promote and lead the effective induction and training of new starters. • Be proactive in challenging staff who are not performing or conducting themselves to the required standards, following HR procedures to manage issues effectively and taking an active role in the disciplinary, capability and grievance processes as needed. • In conjunction with the Operations Director, set effective KPI's to evaluate team performance and to plan improvements to drive forward efficiency within your area of responsibility. • Complete all administrative tasks associated with the management of the HGV Workshop Team are completed, including BrightHR updates, payroll information, holiday approvals/rotas, and overtime monitoring. • Monitor absences within the team, reporting appropriately and working with the HR team to manage absence levels as required. • Promote and consistently apply HR policies and procedures, leading by example at all times. • Any other duties commensurate with the role as instructed by the Transport Manager, Waste, Commodities & Planning Manager and/or Operations Director.
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Health and Safety	• All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company's health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.
Personal and Professional Development	• Undertake any necessary activities to ensure that your own professional qualifications are maintained. • Ensure ongoing personal and professional development by participating in performance reviews as requested. • Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	• All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. • Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	• Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and Procedures	• All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.
Company Values	

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Relevant qualification in heavy goods vehicle repair and maintenance, or compensating work experience Valid Category C licence	
EXPERIENCE	Significant proven experience in managing heavy goods vehicle repair and maintenance Practical experience in the maintenance of a wide variety of vehicles, plant and machinery, including the safe use of appropriate tools, and diagnostic equipment Line management experience	Experience working within the recycling, waste, or comparable plant industries Welding experience
KNOWLEDGE	Excellent understanding of HGV service and maintenance requirements Understanding of health and safety systems, including manual handling and risk assessment Knowledge and understanding of the requirements of working within a time critical process environment	
SKILLS & ABILITIES	Ability to effectively diagnose problems and identify preventative measures Proficient in diagnosis and repairs to hydraulic, mechanical and electrical systems Ability to work effectively, and to meet deadlines, in a fast-paced, high-volume operation Good literacy and numeracy Ability to work under pressure while remaining calm and resilient Excellent communications skills with the ability to build good working relationships at all levels, both internally and externally Able to work proactively, independently and on own initiative Excellent attention to detail Ability to work collaboratively with other areas of the business to maximise productivity Adaptable and able to work effectively as part of a team	
OTHER	Reliable, punctual and good levels of attendance Positive attitude to change and the need for flexibility in planning and behaviours A commitment to the values of J. Dickinson & Sons Holds a full, clean driving licence Demonstrates commitment to own learning and development Relentlessly pursues the highest standards of performance required to deliver the best results for the company	