**SELWOOD LTD**

**POSITION DESCRIPTION: Foreman**

**LOCATION: Branch**

**POSITION PURPOSE:**

To manage the workload distribution amongst the fitters and yard supervisor. To create a team that are committed to delivering a ‘first fix’ approach. Using their skills and continuously looking at ways to be more effective and deliver our customers’ expectations through a one team ethos, encouraging the collaboration with other teams whilst prioritising Health & Safety practises in everything the team do and maintaining standards throughout the branch. Ensuring the team have the skills, the tools and the direction to deliver.

**RESPONSIBLE TO:** Branch Manager

**RESPONSIBLE FOR**: Positions vary, Branch dependent (Small Team)

**REGULAR CONTACTS**: **External** All Customers and suppliers

**Internal** Branch Manager

Hire Manager & Controller

Fleet Support Manager

Technical Support Engineer

Service & Excellence Director

Hire Representatives

Solutions Managers

Loss & Damages Team

HR Team

SHEQ Team

Learning & Development Team

IT Department

**MAIN RESPONSIBILITIES:**

To understand and always promote the company Mission & Core Values whilst demonstrating these behaviours, both physically and through personnel interactions.

Lead by example in demonstrating safe ways of working, ensuring full compliance with SHEQ guidelines in everything you do, in all activity in the workshop and on site. Acting quickly and consistently when poor H&S practises are witnessed by yourself or reported to you. Updating ASURE when required.

To organise daily workloads for you and your team. These will include Post-Hire Inspections, Pre-Hire Inspections, servicing, and repairs. Ensuring that by working effectively and prioritising methodically, all tasks are completed within an acceptable timeframe or deadline required.

Ensure full compliance in procedures that support the stock control function. Controlling the orders and maintaining the right level of pump parts, consumables, and tools to do the job, so that your team have the resources necessary to carry out their work to a safe and high standard that reflects their competency.

Establish great working relationships with all stakeholders, attending regular meetings with other Foreman across the business. Encouraging a one team approach by listening, learning, and contributing to ever evolving ways of working.

Lead your team into developing a culture within the business where the aim is a ‘First Fix’ for any breakdown, finding the solution every time, first time. Encouraging a new proactive way of thinking. Providing a first-class quality service to our customers.

Encouraging your team to work collaboratively with similar skilled teams, in other branches, demonstrating a one team approach across the network and to our customers.

Be part of a call out rota with your team, committing to the flexibility required to exceed the customers’ expectations. Attending sites when required out of hours and being available to support your team by phone when needed.

Promote good housekeeping through daily walk rounds with the yard supervisor, setting clear expectations, encouraging the ethos everything in its place and a place for everything.

Regular communication with team using weekly toolbox talks to deliver key business messages, ensuring understanding and accurately recording attendance.

Regular communication with the other operational teams that can impact your team’s area of responsibility. Work together to plan tasks that cross over workstreams. Improving ways of working safely and effectively

Establish a close working relationship with the Depot Electrical department to create a clear line of communication that continuously drives standards within the teams, as they work closer together. Ultimately benefiting the customers.

Deliver Damage targets, by identifying damages, quality issues and recording accurate information in the warranty documentation. Sharing this timely information with the appropriate departmental functions.

To complete Performance reviews with your team, highlighting their personal progression, successes and identify skill gap areas that may require training or behavioural development needs.

Hold regular communication meetings with Branch Manager to update on any performance issues, operational concerns and share solutions on improving ways of working.

**QUALIFICATIONS & EXPERIENCE:**

**Essential:**

Experience of successfully managing a small team, being able to demonstrate strong leadership skills and the ability to develop, coach, motivate and engage a team.

Minimum of 4 years’ experience in pump / mechanical engineering

Hold a driving licence and have a willingness to travel.

Accurate record keeping, ensuring attention to detail in all documentation required by the business and customers.

Experience of working in a fitter role, or similar, so understands the challenges that can be met by the team.

Ability to build relationships within a team and the further network, gaining the trust of colleagues within the business in similar role.

Ability to think outside the box, with a can-do attitude. Leading by example in everything you do, encouraging full participation in working through solutions to operation challenges.

Good verbal and written communication, across all levels of the branch network.

Good customer service skills, with the ability to speak to customers, to manage their expectations and maintain their confidence in our business, when facing issues with equipment or an application.

**Preferred:**

NVQ level 3 in plant maintenance

Experience of working in an environment with strict H&S regulations that must be adhered to.

Basic computer skills, the ability to read and understand spreadsheets.

Demonstrate the ability to give feedback to team members on a regular basis, to improve performance and highlight concerns.