



Job Description

Assistant Workshop Manager

Summary of Position

The Baldonnell Workshop within NVD carries out high volume light vehicle body repairs, pre-delivery inspections, conversions, fleet preparation and de-fleet services. The company offers a best in class dedicated body shop of some 4,500 square meters using the latest technology, systems and methodologies including smart repair.

The facility is the largest operation of its kind in Ireland providing these services; it includes a national PDI centre and it caters for substantial fleet preparation and de-fleet activities.

The Assistant Workshop Manager, under the supervision of the Workshop Manager, is responsible for the day-to-day efficient and effective operation of the workshop. The department currently has more than 50 staff.

The manager may subsequently be assigned for short term periods to work at other locations in Ireland or UK.

Primary Objective:

To achieve and persistently maintain high standards of workmanship and customer service delivery together with improved profitability and cost control. The successful candidate will carry out all duties and responsibilities under the supervision, guidance and direction of the Workshop Operations Manager. Assistant Workshop Manager is responsible for the day to day efficient and effective operation of the workshop.

Duties and responsibilities include:

- Proactively supports the Workshop Manager in developing a workplace culture receptive to change and continuous improvement, whereby highly-engaged employees strive for operational excellence.
- Responsible for maintaining and improving high quality standards through compliance with ISO accredited procedures and agreed customer specific standard levels.
- Consistent with the company's strategic objectives in relation to continuous improvement and lean management:

- Carries out process development as required to ensure effective, efficient and productive operations.
- Challenges the status quo and re-engineers business processes to optimise overall performance and promote operational excellence;
- Assists Workshop Supervisors in SOP document compilation and updates.
- Proactively engaging all Workshop employees in continuous improvement activities.
- Responsible for equipment maintenance, equipment supplier liaison and for achieving required standards in this area.
- Completes periodic training needs assessment of all VPC staff.
- Reviews and presents agreed KPI targets regarding day-to-day operations to the Workshop Manager.
- Manages the Workshop roster to ensure availability of adequate and appropriately skilled resources, aligned to work type and flow to maximise productivity and efficiency.
- Sets and delivers daily production targets.
- Carries out regular appraisals / staff performance reviews
- Works closely with the Estimators and Parts Controller to ensure the smooth operation of day to day activities.
- Projects and other activities as may be required from time to time.

Skills and Qualifications:

- A third level education and or three years of experience in a similar or related role OR three years of production management experience in a technical environment
- Excellent I.T. skills
- First class people management skills
- Skilled at building relationships and alliances with all stakeholders

Knowledge of:

- Considerable knowledge of safety principles and practices
- The budget process
- Principles for employee involvement and continuous improvement

Ability to:

- Plan, organise and delegate work to achieve desired results/objectives.
- Exercise judgement and make decisions: and understands implications such decisions
- Communicate changes effectively
- Develop strategies to achieve organisational goals.