

# DELIVERING BUSINESS SUCCESS THROUGH OUR PEOPLE



## Role Profile

<b>Job Title</b>	Maintenance Manager	<b>Evaluated Job Grade</b> Weekly / Monthly / Manager / Snr Manager / Director / Exec	Manager
<b>Line Manager</b>	Engineering Manager	<b>No of direct reports</b>	4
<b>Job Family / Department</b>	Engineers	<b>Division</b>	Retail

### Purpose / Added Value:

Through day to day management of people, support the Engineering Manager in driving the move from a 'repair culture' to an 'improvement culture', enhancing equipment performance and reliability by developing technical skills and knowledge.

### Key Accountabilities:

- Ensure all team members understand their part in delivering site and departmental objectives; and resolve any issues performance and/or conduct shortfall.
- Ensure regular team meetings are held, keeping team members informed of departmental/business updates
- Chooses the most appropriate method and tools for communication
- Able to coach individuals towards behavioural changes and performance management
- Ensure prompt and effective breakdown cover is in place. To ensure the resolution of equipment issues which impact on quality and efficiency
- To ensure that the site is maintained to required standards for hygiene, statutory inspections, safety, technical standards and aesthetics. The site must be audit ready at all times
- To ensure that specific maintenance related safety responsibilities are executed in line with corporate and legislative requirements
- To promote and encourage safety measures and working practices throughout the site
- Ensure that all planned maintenance is applied to all key plant and equipment in order to achieve maximum plant efficiency and minimize downtime whilst maintaining quality, safety, hygiene and within budget
- Ensure safety of machinery – with particular emphasis placed upon machine guarding
- Ensure the necessary testing of plant equipment and machinery is completed with the appropriate statutory requirements and that contractors as well as direct labour are following safe systems of work
- Maintain the fabric of the building to required standard
- Manage and maintain the Digitrack system, co-ordinating with Technical
- Ensure production targets are met by using appropriate technical support in the correction, prevention and elimination of technical problems, through continuous improvement techniques
- Ensure that an adequate and secure supply of machinery spares are retained on site in order to meet the needs of routine replacement of components and emergency breakdown of key equipment to enable to factory to meet customer orders and demands
- Preventative Maintenance – co-ordinating and delegating as necessary, day-to-day responsibility for maintaining equipment which controls environmental performance and documenting maintenance activities on this equipment, including Site Protection & Monitoring Programme (SPMP) checks

- Control of Contractors – responsible for the control of contractors’ actions on site
- Monitoring and Measurement – Initiating and reviewing required sampling, measurement and analysis in accordance with legal requirements
- Utility Management – tracking site performance of utilities against set KPIs
- Ensure all Sop’s and Risk Assessments are kept current and reviewed
- Actively support the continuous improvement process
- Actively seek opportunities for self-development and team development and learning and learns from experiences through evaluation. Embrace further training and develop succession plans
- Actively encourage and support the development of others and give practical support and assistance to help others to learn (e.g. advice, information and time)
- Ensure that Company rules, grievances and disciplinary policies and procedures are correctly and consistently applied, where appropriate by liaising with the HR Manager and as detailed in the ETI basecode
- Ensure staff working hours comply with the Working Time Directive
- Apply lean thinking techniques to ensure the productive capability of the site is optimized and improved, thus demonstrating commitment towards achieving factory targets, including prompt start up times
- In addition to all the duties and responsibilities listed above, the jobholder may be required to perform other duties assigned by your Line Manager or other Manager within the business as appropriate. However, such other duties will be reasonable in relation to the employee’s skills and abilities.

#### **Skills & Knowledge**

- 1 -2 years Management/Supervisory experience
- Knowledge of and understanding of our legal requirements, eg Duty Holder, safe systems of work, permits to work, HSE

#### **Qualifications [Accredited]**

- Qualified to HNC level or equivalent – ideally mechanically & electrically
- NEBOSH Certificate in Health & Safety

# WHERE OUR PEOPLE REALLY MAKE A DIFFERENCE



Value	Definition	Behaviours/Attitudes
<b>Determination</b>	<ul style="list-style-type: none"> <li>Relentless, delivers superior results and honours commitments. Makes things happen, seeks alternatives to problems and engages people to achieve a common goal. Has a sense of urgency, an ownership attitude and never gives up.</li> </ul>	<ul style="list-style-type: none"> <li>Highly energetic, relentless, has the attitude of an owner, works hard, passionate, focused, hands-on, proactive, strong-willed, motivated, persistent and has a sense of urgency.</li> </ul>
<b>Simplicity</b>	<ul style="list-style-type: none"> <li>Makes things happen in a simple and practical way, hands-on, gets right to the point, simplifies and avoids bureaucracy.</li> </ul>	<ul style="list-style-type: none"> <li>Adopts a simple approach, uses logical reasoning and does not complicate things. Practical, agile, focused on what is important, objective and hands-on.</li> </ul>
<b>Availability</b>	<ul style="list-style-type: none"> <li>Receptive, open, available, ready every day and every hour and always prepared. Open to new ideas and to change, motivated to take on new challenges.</li> </ul>	<ul style="list-style-type: none"> <li>Flexible, receptive, accessible, cooperative, displays a servant attitude and always ready.</li> </ul>
<b>Humility</b>	<ul style="list-style-type: none"> <li>Listens, helpful, thoughtful, considers the opinions of others, recognises that no matter who did it – it is a team accomplishment. Not embarrassed to ask questions or say, “I don’t know.” Not arrogant or conceited. Acts with respect. Does not worry about status and does not think that they know everything. Prioritizes “we” over “I”.</li> </ul>	<ul style="list-style-type: none"> <li>Not arrogant, acts with respect, not self-righteous, prioritises the team over self, does not care about status, does not think that they know everything, always open to learn, modest, not vain and values the opinion of others.</li> </ul>
<b>Sincerity</b>	<ul style="list-style-type: none"> <li>Direct, sincere, truthful, transparent, always respectful, has a positive attitude, builds valuable relationships and welcomes people. True to themselves, expresses an opinion even when contrary to the views of others. Knows how to say no.</li> </ul>	<ul style="list-style-type: none"> <li>Communicates clearly, honest, sincere, direct, transparent and positive. Not afraid to express an opinion, respectful, knows how to say no, welcomes people, adds value, does not listen to or encourage gossip, speaks their mind and does not backstab. Not ashamed to say, “I don’t know”.</li> </ul>
<b>Discipline</b>	<ul style="list-style-type: none"> <li>Honours deals, punctual and fulfills commitments. Performs tasks in a disciplined manner. Focused, pragmatic, and optimizes time, activities and resources. Delivers results and does not create justifications or make excuses.</li> </ul>	<ul style="list-style-type: none"> <li>Detail-orientated, perfectionist, plans, prioritises, not superficial or shallow, seeks a deep understanding of things, gets things right and honours deals. Punctual, organized, focused, pragmatic, does not make up justifications or excuses and delivers results.</li> </ul>
<b>Ownership</b>	<ul style="list-style-type: none"> <li>Committed to results, has a deep understanding of the details and sees the big picture. Acts with determination, discipline and focuses on details. Hands-on, always seeks to be the best in what they do and never gives up. Always available and sets an example. Takes responsibility, does not accept when something does not work well and has a passion to improve what is not correct. Attentive to costs and details and engaged in the organization’s culture.</li> </ul>	<ul style="list-style-type: none"> <li>Highly energetic, committed and focused on details and results. Disciplined, creative, flexible, passionate about their work, and sees the big picture. Persistent, visionary, and passionate about improving what is not correct. Perfectionist, determined, hands-on and seeks to be the best in all that they do.</li> </ul>

## Our Vision, Strategy, Method and Values



Our foundation & our strength is in our values



Employee Name	Signature	Date