**Job Description & Personal Specification**

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| **Job title** | Fleet Services Manager | **Date: May 2025** |
| **Reports to** | Senior Materials and Engineering Manager | |
| **Contract/department** | Fleet Services | |
| **Location** | Cheshire West and Chester (any location as may reasonably be required) | |
| **Tier** | T2 | |
| **Hours** | 40 hours | |

**Job Purpose**

The Fleet Services Manager leads Cheshire West Recycling’s maintenance and engineering functions. This includes two in-house workshops and a fleet of over 150 commercial vehicles, such as RCVs, LGVs and gritters, along with maintenance of key infrastructure including the Materials Recovery Facility, bailers, yellow site plant and key operational assets.

The postholder leads a technically skilled team to ensure safe, compliant and cost-effective maintenance across the organisation. While qualified team members carry out engineering inspections and monitor compliance, the postholder has responsibility for addressing and resolving issues, including those affecting the Operator Licence. They are expected to lead the team in developing solutions and ensure corrective actions are completed, standards restored, and assurance maintained.

This is a key enabling role, supporting efficient service delivery by improving asset availability, reducing downtime and helping teams use fleet and plant effectively. Responsibilities include overseeing planned maintenance for site infrastructure and key operational assets, ensuring rapid response to unplanned failures minimising disruption and maintaining service continuity.

They also support CWR’s safety focus by embedding safe maintenance practices, ensuring compliance and contributing to a safe working environment. In addition, they enable social value delivery by supporting low-emission fleet transitions and championing workforce development, including apprenticeships.

Alongside this, the role contributes to CWR’s commercial efficiency by identifying opportunities to innovate, streamline internal processes and improve the use of resources. This helps reduce overheads and ensures maintenance services remain cost-effective, supporting a competitive hourly charge rate and delivering greater value to CWR, its shareholder and the community.

**Principal Accountabilities**

* **Maintenance Leadership:** Lead the delivery of safe, compliant and efficient vehicle and plant maintenance services across all CWR sites.
* **Asset Reliability:** Ensure maximum asset availability through proactive scheduling, effective servicing and responsive repair of vehicles, plant and containers.
* **Operational Enablement:** Work collaboratively with operational leaders to maximise the availability and effective use of fleet, containers and site infrastructure. Ensure maintenance practices and asset deployment support high-performance service delivery while reducing downtime, inefficiency and unnecessary carbon output.
* **Team Management and Development:** Manage and develop a team of Fleet Technicians, Mechanical Engineers and other staff. Provide day-to-day leadership, foster a positive and accountable working culture and ensure team members are supported to perform and grow.
* **Workshop Oversight:** Manage the effective operation of CWR’s in-house workshops, ensuring consistent standards, appropriate staffing and continuous service development.
* **Compliance and Standards:** Take ownership for resolving compliance issues across all fleet and plant maintenance activities. Ensure that findings from inspections or monitoring are acted upon promptly, and that appropriate corrective actions are developed, implemented and sustained to maintain legal and safety standards, including those related to the Operator Licence.
* **Statutory Support:** Ensure all maintenance activity aligns with CWR’s Operator Licence obligations and other relevant legal requirements relating to vehicles and plant.
* **Governance and Assurance:** Provide assurance to the Executive Management Team and Board on compliance matters relating to fleet, plant and maintenance activities. Report on operational risks, corrective actions and overall performance to support informed oversight and confidence in service integrity.
* **Supplier and Contract Management:** Oversee external maintenance providers, plant contractors and fleet hire agreements to ensure performance, compliance and value for money.
* **Support for Incident and Insurance Processes:** Provide maintenance records and technical insight to support insurance claims, accident investigations and downtime reviews.
* **Performance Monitoring:** Use data and systems to monitor service delivery, identify trends and support proactive, informed decision-making.
* **Decarbonisation and Transition Planning:** Support the adoption of electric and low-emission vehicles and infrastructure, contributing insight to transition plans and service design.
* **Social Value and Workforce Development:** Promote internal development opportunities and apprenticeships, supporting workforce resilience and the delivery of social value commitments.
* **Continuous Improvement:** Identify and implement improvements that reduce cost, improve efficiency and support wider organisational goals.

**Person Specification**

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| **Qualifications** | **Essential:**   * Experience in a fleet, maintenance or operational service leadership role * Full UK Driving Licence   **Desirable:**   * ILM, IOSH, CPC, CILT or other recognised leadership or service management qualification * Familiarity with vehicle compliance, inspection standards and plant asset management through team delivery |
| **Experience** | **Essential:**   * Experience managing plant or fleet maintenance operations * Leading and supporting technically skilled teams * Working within a multi-site service or workshop environment * Working with compliance standards, policies and vehicle regulations   **Desirable:**   * Waste or recycling industry background * Familiarity with MRFs, bailers and operational site infrastructure * Involvement in low-emission or EV fleet projects |
| **Skills and Aptitudes** | * Strong understanding of plant and vehicle maintenance principles * Good leadership and communication skills across technical and non-technical teams * Proactive, organised and safety focused * Able to interpret maintenance data and support service planning and decision-making * Positive, improvement-led approach with attention to detail * Confident managing performance, setting expectations and developing people |
| **Other Requirements** | * Flexible approach to working across operational sites * Willingness to undertake relevant training and development * Commitment to CWR’s values and high standards of safety, efficiency and teamwork |