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| **POSITION TITLE** | Team Leader – Maintenance Services |
| **POSITION TYPE** | Full Time, Permanent |
| **REPORTS TO** | Manager – Maintenance & Machining |
| **LOCATION** | Customer sites in Nelson and nationwide as required |
| **DATE ESTABLISHED** | February 2024 |

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| **PURPOSE OF THE POSITION** |
| To professionally lead the team, resources and delivery of work on customer sites as required. To lead by example as a champion for health & safety, quality and customer care. To be a positive influence, support and mentor to team members. To adopt a forward looking, continuous improvement focus on Kernohan’s key operations, systems, processes etc. To consistently have the best interests of the organisation, its staff and customers at heart. |

| **KEY RESPONSIBILITES** | |
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| **Responsibility** | **Expected Outcome** |
| **Team Leadership** | * Provide day to day leadership to team members under direct responsibility. * Ensure expectations are clear and accountabilities met. * Provide day to day leadership to team members under direct responsibility. * Receive handovers from estimating team or other departments and from then plan jobs with the maintenance manager. * Take ownership of jobs and plan/organise team members and materials. * Hand over the relevant information and materials to the team. * Oversee all jobs and ensuring we have a customer sign off for each job. * Ensure the team are doing timecards on time. * Ensure the team are filling out all H&S documents including JSA and permits and phot evidence where necessary. * Filling out Hold points of jobs and ensuring the team adhere to this process and that you are signing off, * Creating job packs for the team when it is not quoted work. * Regular contact with the team to ensure they are good and have everything they need. * Signing off the timecards before 9am every morning. * End of month meeting with the maintenance manager to go through the WIP lists to ensure we are efficient in our signing off jobs and charging out. * Support and challenge the team to realise potential and deliver value to the business. |
| **Operations** | * Ensure efficient organisation and safe operation of all work. * Maintain oversight of work being carried out to ensure optimum use of labour, materials, and equipment. * Be proactive in sharing customer requirements, opportunities, and risks with the Maintenance Manager to manage workflow requirements across the Kernohan team e.g., ensuring that any out of hours overtime at a customer site is known ahead of time to plan for other customer demands the following day, supporting employee wellbeing through fatigue and employment obligations. * Ensure team members have the necessary skills and qualifications to safely and efficiently perform the range of tasks required – where issues exist either address directly or seek support from your manager as appropriate (e.g., to organise training). This is to be organised via the Maintenance manager only! * Work with the team to ensure set goals are achieved (e.g., delivering on expected customer timeframes and budgets); where there is a risk of standards not being met inform your manager at the earliest opportunity to agree an appropriate means to address. * Ensure team members are operating within required Quality, Health & Safety and required standard operating procedures (SOPs) – where issues exist either address directly or seek support from your manager as appropriate. * Ensure the worksite – Kernohan or customer – is maintained in a safe, tidy, and hygienic condition. * Complete hands-on work, and work outside of standard duties, as and when required e.g., during down times, to support a team member learn on the job, to complete a specialist task, to meet a desired productivity target. * Ensure understanding and practical application of Kernohan and customer specific Health & Safety and Quality ISO systems, policies, and procedures to perform safely and successfully on the job.  If in doubt seek guidance from an appropriate manager or team member. * To attend one to one performance coaching reviews with your manager and hold these with your own team members. * To always be reachable where it is reasonably possible. * Regular daily updates with your direct manager on job progressions and potential roadblocks |
| **Compliance & Standards - Health & Safety, Quality** | * Ensure understanding and practical application of Kernohan and customer specific Health & Safety and Quality ISO systems, policies and procedures in order to perform safely and successfully on the job. If in doubt seek guidance from an appropriate manager or team member. * Ensure team members are aware of their responsibilities for Health & Safety and Quality e.g., job start up, hazard management and have been provided with the appropriate awareness and supports to be safe and perform well on the job e.g., induction, provision of fit for purpose PPE. * Be willing to accept guidance and constructive feedback should opportunities for improvement be identified in understanding and application of Health & Safety and Quality standards. * Manage all jobs in line with best practice quality standards in order to manage risk of non-conformance, rework and failure to deliver on customer expectations. Ensure team members have access to all relevant material to support job success (e.g. drawings, materials, budget constraints), complete regular inspections, complete daily work logs when required. * Lead by example in these key areas in order to demonstrate expected standards to team members. * Attend and be a positive contributor at any meetings related to Health & Safety or Quality. * Attend the Health and safety meeting and report back and forth to the team. |
| **Customer Service – Internal & External** | * Act professionally always as a positive ambassador for Kernohan and hold team members accountable for doing the same. * Develop good working relationships and maintain regular lines of communication with fellow supervisors, managers, team members, contractors, suppliers and customers in order to manage expectations professionally and consistently. * Attend internal and external meetings as required – be an active contributor of information, demonstrating accountability and a desire for the team to deliver the best service to internal and external customers every time. |
| **Marketing & Sales** | * Maintain a big picture view when talking to customers – identify market intelligence and broader opportunities and seek input from Kernohan management to ensure an appropriate response. * Track marketing, sales and employee productivity as required in order to generate informative, accurate market progress reports. * Try to generate work within the guidelines of what is required with the maintenance manager and to not accept work or make promises without authorisation from the maintenance manager. |
| **General** | * Willingly undertake other projects and tasks in order to be a positive contributor to the overall success of the Kernohan team. |

| **KEY RELATIONSHIPS** |
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| **Internal:**   * Maintenance Team members * Senior Management team and other managers/supervisors * All staff   **External:**   * Customers – Existing & New * Suppliers * Contractors |

| **QUALIFICATIONS, SKILLS & EXPERIENCE** |
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| * Experience successfully leading operational teams and investing effort to ensure optimum service delivery to the business. Able to gain the best out of people and willing to proactively address issues where they exist; respected as a person of mana. * Practical experience operating in an environment where project management, job costing and operations are key to success (e.g., engineering, construction, manufacturing). Able to read and interpret engineering drawings. * Genuine commitment to Health & Safety, Quality, best practice operating standards and a job well done – holds self-accountable to the highest of standards and will expect the same of others. * Able to make sound assessments when faced with potential risk e.g., health & safety, quality. Unwilling to compromise on standards and expose self, the team or company to levels of undue risk. * Excellent planning and organisation skills – able to manage self successfully and motivate / organise others to do the same. * A great relationship builder – able to build trusted relationships at all levels; respected by direct reports and managers for being a reliable, high performing team member intent on delivering the best job every time. * A good decision maker when faced with operational challenges – able to successfully work through problems to meet the needs of customers, team members and the business. * Intermediate level of computer literacy – able to complete reports, track information, manage emails etc as required. * Financial acumen to understand contributing factors to a successful business model; ability to see trends and manage risks in order to be commercially viable. * Willingness to report on activity and be held accountable for business performance. * High integrity and trust – able to fulfil diverse pieces of work under different umbrellas with Kernohan’s best interests at heart. * A desire to be part of a continuous learning environment – willing to offer an opinion and encourage team members to do the same. * Practical experience operating in a changing business environment – preferred. * Trade Certificate or equivalent - Fabrication/Welder/Fitter. * Current Drivers Licence - Class One, mandatory. * Current Drivers Licence - Classes Two, Three, Four, Five; Wheels, Track and Forklift Endorsements preferred. |