

Employee Name			
Job Title	Services Team Lead		
Reports to	Services Operations Manager		
Supervising	Services Support Co-ordinator, Workshop and Offshore Engineering Pool		
Document Number	BUS-MGT-001	Revision Number	A2 (04.09.2020)
Based	Aberdeen Office		

Job Purpose

The Services Team Lead is responsible for ensuring all resources and personnel are coordinated effectively to ensure a quality delivery of service to the customer. The Services Team Leader has line management responsibility for the Service Engineer Pool within Oteac Services.

- Core Responsibilities / Duties**
- This job profile has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all responsibilities, qualifications and competencies required of employees assigned to the role.*
- Allocation of engineers to the appropriate job in line with their experience, skills, and competence requirements.
 - Liaison with clients regarding work scopes. Preparation and issue of sales quotations.
 - Undertake Pre-job and post job briefs and ensure work packs are issued. Issue of reports for final review by Services Manager.
 - Coordinate the logistical availability of Service/project team resource pool to support service and project work scopes.
 - Ensure compliance of mandatory technical and offshore training certification for service/project team resource pool
 - Support the Services Operations Manager with the development of competency management system for service/project team resource pool personnel and ensure compliance with the process when implemented.
 - Liaise with stores team to ensure appropriate stock items are available to support service work scopes.
 - Liaise with product sales team to ensure tools/ equipment is procured and expedited to support service/maintenance work scopes.
 - Collect continuous improvement feedback from clients and share with Operations Manager.
 - Confirm invoicing process for the services team meets company requirements and agreed deadlines.
 - Deliver weekly and monthly report data to Services Operations Manager in line with expected requirements.
 - Assist Services Operations Manager as required ensuring that customers are making financial payments in line with agreed terms maintaining DSO targets.
 - Support career development for Engineers in line with training and competence requirements.
 - Performance management of Engineers in line with company expectations for individual role.
 - Work with and provide cover for the Services Support Engineer.

- HSEQ Responsibilities**
- By adhering to Nucore Group's HSEQ policies and procedures, ensure safe working practices are followed at all times.

- Report any unsafe conditions, behaviours or acts to management, or by using the Nucore Group observation card system.
- On request, actively participate in HSEQ audits and inspections.
- Complete mandatory HSEQ training as identified on the Nucore Group training matrix.
- Ensure all waste handled is disposed of in a suitable manner.
- Ensure any accident and/or near miss within your area of responsibility is reported and procedures are understood and complied with.
- Ensure all personnel under your direct charge are suitably trained and competent to carry out the prescribed tasks.
- Ensure all new employees / contractors / visitors in your charge are provided with suitable induction training and PPE.
- Reprimand any employee for failing to carry out their HSE responsibilities and set an example with regard to HSE matters.

Qualifications and Training

Desirable

- HNC/HND in engineering discipline.

Experience

Essential

- Demonstrable supervision experience.

Desirable

- Experience working logistics/planning role in oil, gas and marine industry.
- Experience working Technical role in oil, gas and marine industry.

Knowledge and Skills

Essential

- Excellent communication skills both verbally and written and effectively communicate with people at different levels including engineers and clients.
- Ability to prioritise workload to meet competing demands, along with excellent accuracy and attention to detail skills.
- Ability to deal with confidential information like personal details in professional manner and in compliance with GDPR.

Desirable

- Knowledge and understanding of supply chain and procurement process.
- Working with Sage/ financial reporting systems.
- Technical knowledge of fire equipment/ system maintenance

Signed by Employee		Signed by Line Manager	
Date		Date	