



Job Specification

For: Engineering Team Leader

Ref: VR/01406

Job Description

Responsibility for agreed Regional Service Key Performance Indicators for their team: i.e. Productivity, Travel Time, First time Fix. Response Time, Service Completion and TOA management.

Main purpose of the position

To ensure the day-to-day efficient running of the engineering team within the designated area to facilitate a high-quality customer experience within a designated area. The Team leader is responsible for the leadership, engagement and motivation of the engineering team. In addition, the Team Leader will continue to maintain and repair equipment within a reduced truck parc.

Main Duties and Accountabilities

- To take the lead in all aspects of Health and Safety ensuring H&S initiatives, relevant training and requirements are acted upon and communicated to the relevant forum or individuals
- Effective management of patched engineer's workloads in collaboration with their service Controller
- WIP management - job and service completion to promise (including appropriate document completion)
- P0/P6 Near Miss and Job Safety Observation Lead Indicator reporting and/or investigation
- P1/P2 Customer Accident Inspections/Investigations and associated report provision
- P3 Engineer accident investigation application of appropriate corrective action, accident reduction initiatives
- SHEQ Compliance, safety audits, site risk assessments and associated training (e-learning completion)
- Engineer performance management
- Ensure the OCTR cycle is enabled for all colleagues in line with agreed timeframes.
- Conduct any required investigations competently in line with agreed Company Standards
- First level technical escalation & on-site assistance
- Recruitment of engineers to fulfill budgeted headcount
- Proactively manage the onboarding of all new engineers in line with agreed processes

Job Specification provided by:

Sappers Network
RHQ RE, Ravelin Building
Brompton Barracks
Chatham, ME4 4UG
Tele: +44-(0)7496 083483



- Engineer engagement, retention, coaching and development to include training needs identification
- Manage engineering coverage in the team - including absence management, authorisation of holidays and training
- Team meetings - communication of business objectives and performance against both goals and targets
- Completion of Service audits
- POP's training of new engineers and existing (in line with agreed timeframes)

Interfaces Internal:

- Service Back Office
- Service Engineers
- Service Management
- Sales Team
- Parts Department

External:

- Customers
- Suppliers/Sub-Contractors

Required functional competencies / experience / qualifications

- Demonstrates effective communication and management skills to deliver excellent customer service through a team of engineers
- Excellent people management skills, having demonstrated an ability to work in a team and a desire to promote quality customer service.
- Ability to prioritise multiple issues on a day-by-day basis to ensure customer satisfaction.
- Confident in interacting with customers and having challenging conversations
- Comfortable in customer-facing situations
- Good levels of numeracy / literacy
- Energetic, motivated and proactive team player
- Qualified maintenance engineer (NVQ level 3/ equivalent) in relevant discipline or industry experience.
- Industry Know How
- Competent to be able to support and train engineers on relevant IT systems with the ability to provide first level support
- Conflict Management
- Qualified to conduct Thorough Examination

Compiled by : **Fiona Louch**
Compiled on : **12/17/25**

Job Specification provided by:

Sappers Network
RHQ RE, Ravelin Building
Brompton Barracks
Chatham, ME4 4UG
Tele: +44-(0)7496 083483