

## Deputy Team Leader

Fulltime | Burton upon Trent, Great Britain

### #Job Summary

Reporting to the Team Leader / Site Supervisor, the Deputy Team Leader will support managerial duties and ensure that KNAPP provides a fully functional automation system for our exceptional customer service. This is a critical role, and the Deputy Team Leader will have experience in leading and coordinating a team of maintenance engineers and carry out hands on maintenance to ensure the plant runs smoothly and efficiently.

### #Duties and responsibilities include, but are not limited to:

- Promote a strong safety culture and adhere to Health & Safety and statutory procedures
- Prepare and chair Daily Review Meetings with Key Stakeholders
- Provide emergency breakdown support on all equipment and software, managing issues and adhering to the internal escalation process in partnership with the customer
- Control maintenance activities on site, speed of response and quality of repair and standards of workmanship
- Coordinate a team of onsite engineers and third-party repair companies with their activities on site
- Undertake analysis of CMMS data to assist forward planning for CI opportunities
- Maintain Quality of Service by ensuring high quality communications between both customers and KNAPP
- Ensure that reports are well written and legible
- Ensure that all spare part usage is accounted for
- Provide flexibility and the best use of skills and capabilities of the maintenance team on site
- People Leadership including delivery of performance reviews, development and coaching of team, dealing with employee relations issues and employee welfare and wellbeing
- Manage the day to day running of the team, including tasks such as approving holiday bookings and holding return-to-work meetings
- Act as a role model demonstrating company values

### #Skills, qualifications and experience

- Proven history of strength in people leadership and development



- A recognised engineering qualification (ONC minimum), ideally HNC or above
- Minimum 3 years' experience in a relevant transferrable industry or service
- Hold an IOSH certificate ideally & adhere to all company/ customer legislative and H&S procedures
- Recognised apprenticeship in an engineering field would be desirable
- Experience of managing teams would be desirable
- Experience of having operated a CMMS system preferred
- Proven track record in service maintenance
- Ability to communicate clearly verbally and in writing
- Computer Literate, MS Office / CMMS systems

## #Important behaviours to have in line with our company values

- ☐ Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best

## #Company benefits

- ☐ KNAPP will contribute up to 6% pension
- Private healthcare, including optical, dental and hearing cover
- Life Assurance
- Cash-back Health care scheme, including private medical excess cover
- Benefit portal offering lifestyle discounts, including a training portal
- Employee assistance programme
- Ride-to-Work
- Employee referral scheme
- Employee of the Quarter awards

