

## Job Description: Luas Maintenance Process Manager

In the performance department, the Maintenance Process Manager is a manager position with accountability for managing all the maintenance processes and quality systems for Fleet, Infrastructure, and Facilities. The Maintenance Process Manager is also the maintenance point of contact to manage projects in HSSEQ (Health, Safety, Security, Environment, and Quality), as well as team management, managing quality/ audits, and participating in continuous improvement projects. All candidates must demonstrate minimum Bachelor's (Level 8) degree in Engineering. Permanent, full-time role. This is a permanent, full-time role.

**Salary:** €65-70k DOE

**Reporting to:** Head of Performance

### Responsibilities:

#### Processes

- Writing all the maintenance process in relation to the new organisation.
- Updating processes\* whether the organization is modified or after audits or Management decisions, if required and defining the details of the workflow, the “who” and the IT tool used.
- Receiving all the demand of modification process: evaluating the demand, implementing the new processes and informing all the stakeholders
- Liaising with the safety department, to manage the “documentation classification, index and overhaul classification” and use an electronic tool such as an Electronic Documentation Management.
- Creating a Document Management System with a register.
- Filling in any Risk Assessment and submitting it to the appropriate manager
- Ensuring that documentation and maintenance of integrated management system is in order, so as to mitigate or eliminate risk and continuously improving management effectiveness.
- Developing Project Management standards that can be reused for projects follow up.

*\*The list of process is the following: preventive and corrective activity, Stock management, Return of experience, procurement, risk assessment, tooling, etc. Those process will be created after shadowing each category of job and getting a clear picture of the maintenance way of working*

#### Team Management

The size of the team can be very flexible depending on Transdev policy and the number of opened projects: from 1 to 4. The process manager will be accountable for:

- Following the workload of the dedicated team and making decision on priorities by adding or removing work from the plan relative to headcount and/or resource availability.
- Ensuring the communication with the team: procedure, safety, staff issues, new HR rules, paper to sign, etc.
- With the Head of Performance, managing the basic annual leave and absence tracker of the team in line with HR processes and recording the data required in the IT systems (transit 9, CMMS, etc.).
- Participating to recruitment interviews to determine the future team members.
- Ensuring the onboarding process for each new team member and the clear follow-up during the probation period.
- Participating to the development of the team, including technical and personal development, overseeing annual reviews for each team member.

## Quality / Audits

- Defining a quality policy aligned with the company objectives and the Transdev policy: it includes documentation, quality level of maintenance required by contract, Supplier inspections, etc.
- Managing the audits agenda to ensure efficient overview. This agenda is declined on a monthly, quarterly, and yearly basis to cover all the maintenance aspects
- Organising the quality inside the maintenance
- Overseeing the audit/inspection reports, with corrective actions, to the relevant manager for action and then carry out follow-up visits to ensure that corrective actions have been taken
- Develop KPI to ensure quality standards are met regarding the contract and Transdev's policy.
- Managing external audit such as the Mystery Shopper, Committee Rail Regulation (CRR), TII audits, etc.
- Being the point of contact with the Maintenance department to lead quality transversal project inside the company.

## Health, Safety, Security and Environment

- Being the point of contact in maintenance to lead and deploy the HSSE policy in Maintenance to ensure that effective safety consultation is taking place and being incorporated into policies and practices.
- Ensuring that systems are in place to provide the necessary and correct first aid support and emergency response.
- Providing advice on safety training requirements, arranging safety training courses with the HR Manager, and ensuring that the appropriate records are maintained.
- Ensuring that waste management, disposal systems and liquid handling processes are adhered to, to ensure compliance with license conditions and statutory requirements and report as required.
- Monitoring HSSE KPIs and formulating and implementing appropriate action plans.
- Monitoring HSSE compliance through the process of audits, inspections and site visits, including assessments of current quality compliance and propose points for improvement.
- Providing information, advice and assistance to management and employees on matters relating to legal requirements affecting safety, practices codes, provision, selection and use of protective clothing and equipment, reviewing and distribution of safety alerts, new working methods, equipment or materials that could reduce risks,
- Communicating the Transdev Group and local Health & Safety, Security and Environmental policies (HSSE).
- Overseeing Environmental Compliance and Reporting: Management, Research and Reporting.

## Other accountabilities

- Ensuring synergies between the three depots, Infra and Facilities regarding the way the planning / workload / budget is built and the time ratio to implement in each maintenance operation.
- Participating to continuous improvement on operational and technical aspects of Fleet, Infra and Facilities.
- If needed, when the Head of Performance is missing, ensuring business continuity by taking over some of his tasks.

*This list is not exhaustive and may change depending on the company's activity.*

## **Working Hours and Location:**

Daytime work from Monday to Friday (39h/week contract), the job will be located in one of the 3 depots. Travels on the 2 others, from time to time, are to be expected.

## Competencies:

- Strong leadership skills
- Excellent communication skills, setting objectives, guidelines and time frames.
- Detail oriented and organized with the ability to set priorities and stick to them.
- Ability to multitask and manage multiple priorities, meet critical deadlines, and work within a team environment.
- Ability to react in any situation: risk management
- Flexibility in a planning to get contingency plans
- Ability to negotiate with various parties.
- A clear vision of the production tools and the maximum capacity.
- Advanced analytical abilities to diverse issues
- Ability to manipulate figures and present clear scenario to make decision.
- Ability to create standards.
- Ability to create generic cases
- Methodical, organised and rigorous.

## Experience:

- Engineering degree level 7 is required
- Minimum five years' experience working in a maintenance environment or in a process / quality role.
- Excellent ICT skills with good knowledge of MMS (Maintenance Management System)
- Experience dealing with HSSEQ matters is required
- Lean certification would be a plus.

Interested applicants should email their CV to [recruitment@transdev.ie](mailto:recruitment@transdev.ie).

## Health & Safety Statement:

All employees have a general duty under Section 13 of the Safety, Health and Welfare at Work Act, 2005 to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions. All employees must understand and be committed to Transdev Dublin's Safety Statement and the Company's safety priorities and be aware of their contribution to such priorities. All employees must also be aware of and comply with all current Health and Safety legislation and other Company requirements that are relevant to their role and contribute to an improved Safety Culture and Safety Management System for the business.

## Equality Statement:

Transdev Dublin Light Rail Ltd values the diversity which exists in our city, and our aspiration is to reflect this diversity in our workforce. All employees must be aware of and committed to the Transdev Dublin Diversity Policy. All employees must also be aware of and comply with other Company requirements associated with Equality and Diversity issues relevant to their role.