



PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	External Works Manager
Generic Role Profile:	<i>Select one of the below</i> Technical
Salary Band:	(State Band) Grade 7
Operational / Non-Operational Role	Non-operational
Vetting Level:	
Reporting to:	Fleet Manager
Specific Role Purpose:	The External Works Manager is responsible for overseeing all outsourced vehicle repairs, ensuring third-party providers deliver high-quality, cost-effective, and timely services that align with operational requirements and service level agreements (SLAs). This role plays a critical part in maintaining fleet availability by managing relationships with dealerships, body shops, and external repairers, ensuring efficient turnaround times, and driving service improvements. The post holder will utilise their strong technical expertise to assess repair estimates, challenge unnecessary costs, and verify invoices to ensure value for money. They will work closely with internal stakeholders, including logistics teams, finance, procurement, and operational divisions, to ensure repairs are prioritised effectively and that vehicles are returned to service as quickly as possible. With oversight of the force's vehicle repair budget, the External Works Manager will continuously monitor supplier performance, identify areas for improvement, and lead review meetings to drive operational efficiency. This role requires a balance of technical knowledge, commercial acumen, and relationship management skills to ensure external repairs contribute to a reliable, cost-effective fleet operation.

Date:
Version:

Key Responsibilities:	Managing Outsourced Repairs & Service Prioritisation • Oversee and organises the allocation of vehicles to third-party repairers, including dealerships and body shops, ensuring repairs are prioritised based on SLAs and operational urgency. • Maintain management of all outsourced repairs, ensuring vehicles are returned to service as quickly as possible. • Work closely with operational departments and divisions to understand their needs and prioritise repairs accordingly. Performance Monitoring & Service Improvement • Monitor the performance of third-party repairers, tracking turnaround times, quality of work, and adherence to SLAs. • Identify trends, issues, and areas for improvement, holding regular performance review meetings with suppliers. • Drive continuous improvement initiatives, ensuring that service delivery enhances fleet availability and operational effectiveness. • Liaise with logistics teams to ensure efficient transportation of vehicles to and from repairers, minimising downtime. • Shared responsibility for people management of workshop staff Supplier Relationship Management & Cost Control • Build and maintain strong relationships with third-party repair providers to ensure the best service, response times, and quality of work. • Pass repair quotes in a timely manner to avoid unnecessary delays but also challenge quotes where required to achieve best value. • Use technical expertise to review repair estimates, ensuring that only necessary and justified work is authorised. • Verify and approve invoices, ensuring they accurately reflect agreed work and pricing; challenge discrepancies and incorrect charges. • Work with procurement and finance teams to ensure contracts with repairers deliver value for money. • Maintain oversight of the force repair budget, ensuring spending remains within agreed limits and identifying cost-saving opportunities. Compliance & Record-Keeping • Ensure all outsourced work complies with force policies, industry standards, and legislative requirements. • Maintain detailed records of third-party repairs, costs, and service levels for audit and reporting purposes. • Support the procurement team in reviewing and renewing contracts with external suppliers based on performance data and operational needs. Resilience and Additional Duties • Provide operational resilience across other workshop management
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	functions, covering responsibilities for Workshop Controller, Vehicle Commissioning Manager and Planning Manager as required. Undertake duties commensurate with the grade and nature of the role, supporting broader fleet and workshop team in achieving operational objectives.
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SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience	
<i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i>	
Essential:	- Strong technical background in vehicle repair, ideally as a qualified vehicle technician, body repair specialist, or workshop controller. - Experience in managing outsourced vehicle maintenance, accident repairs, or warranty work. - Ability to interpret technical repair estimates and challenge unnecessary costs. - Excellent negotiation skills with the ability to challenge costs and drive service improvements. - Good financial awareness to oversee repair budgets and control costs effectively. - Strong organisational skills with the ability to prioritise tasks in a fast-paced environment. - Ability to liaise confidently with multiple stakeholders, including repairers, internal departments, and logistics teams. - Experience and ability in all aspects of people management, from daily tasking to performance management.
Desirable:	- Experience in a blue light fleet operation (police, fire, ambulance) or a large operational fleet (logistics, utilities, public transport). - Knowledge of public sector procurement processes and cost control. - Experience managing supplier contracts and performance within an SLA framework.
Skills	
<i>This section should detail the competency requirement which could be developed through non-formal training.</i>	

e.g. effective time management, influencing and negotiating, effective communication including written and verbal.

Refer to skills database for core operational skills

Essential:

- Effective Time Management – Ability to prioritise tasks, manage multiple workstreams, and ensure timely completion of outsourced repairs without delays.
- Influencing & Negotiation – Strong ability to challenge repair costs, negotiate with third-party suppliers, and secure best-value agreements while maintaining positive working relationships.
- Communication (Written & Verbal) – Clear and professional communication with internal stakeholders, external suppliers, and senior management, including the ability to explain technical matters to non-technical colleagues.
- Relationship Management – Ability to build and maintain strong relationships with external repairers, ensuring service levels are met and performance is continuously improved.
- Attention to Detail – Ensuring accuracy in repair estimates, invoices, and service records to maintain financial and operational integrity.
- Problem-Solving – Quickly identifying issues with repair quality, delays, or budget discrepancies and implementing effective solutions.
- Decision-Making – Using technical expertise and commercial awareness to make informed decisions on repairs, costs, and service prioritisation.
- Adaptability & Resilience – Ability to remain flexible and responsive in a fast-paced, operational environment where urgent demands may arise.

Desirable:

- Conflict Resolution – Ability to handle disputes with suppliers over pricing, quality, or delays professionally and effectively.
- Commercial Awareness – Understanding of supplier contracts, procurement processes, and cost control within a fleet environment.
- Data Analysis & Reporting – Ability to interpret performance data, identify trends, and produce reports to support decision-making and service improvements.
- Knowledge of Public Sector Processes – Understanding of compliance, procurement frameworks, and financial regulations within a police or public sector fleet.
- Project Management – Experience in managing service improvement initiatives, supplier transitions, or contract renegotiations.
- Coaching & Mentoring – Supporting team members and colleagues by

	sharing technical knowledge and best practices. IT Proficiency – Experience using fleet management systems, procurement platforms, or financial tracking tools for monitoring repair progress and budget oversight.
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Hours of Work and Flexibility:	08:00 to 16:00 Monday to Friday (Flexible working around these core hours can be discussed)
Agile Work Style: (if applicable)	

Restriction Level:	
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