

Job title: Vehicle Quality Engineer

Core information

Location: Bracknell head office ▾	Lines of business or shared capability area: Fleet, eCommerce & Transport Operations
Reports to: Audit Manager, Central Transport	
People Management: No ▾	
Assignment Management: Please select ▾	
Partnership Level: Partnership level 8 ▾	Manager's Partnership level: Partnership level 7 ▾
Number of direct reports: 0	Partnership level(s) of direct reports: None ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To measure quality and compliance of commercial vehicle maintenance (O Licence & Non O Licence) nationally. Reviewing both internal & external maintenance contractor standards, providing accurate reporting, training and action plans as necessary for JLP as an Earned Recognition Operator

Primary Outcomes & Accountabilities

To carry out a comprehensive audit of in-house workshop operations and fleets, measuring legal and procedural compliance and PMI quality, to ensure these meet DVSA standards as laid out in the Guide to Maintaining Roadworthiness. Provide training and action plans as appropriate.

To audit external maintenance contractors and externally maintained fleets measuring legal and procedural compliance and PMI quality, to ensure these meet DVSA standards as laid out in the Guide to Maintaining Roadworthiness. Provide training and action plans as appropriate

To undertake targeted spot checks on O Licence vehicles and trailers based on internal risk based systems fed by

Measures of success

Initial and follow-up audit scores
Appearance and mechanical standards of all vehicles
Operational Site & Workshop Feedback

Initial and follow-up audit scores
Appearance and mechanical standards of all vehicles

Provision of quality, fact based reporting fed back to relevant stakeholders



<p>Maintenance and Customer Service teams to ensure DVSA maintenance standards are met.</p> <p>To undertake targeted spot checks on Non O Licence vehicles based on internal risk based systems fed by Maintenance and Customer Service teams to ensure DVSA maintenance standards are met.</p> <p>Provide training, guidance and advice for transport teams on vehicle maintenance standards</p> <p>To undertake other work and special projects, as required</p>	<p>Provision of quality, fact based reporting fed back to relevant stakeholders</p> <p>Initial and follow-up audit scores, customer feedback</p>
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<p>Skills</p> <ul style="list-style-type: none"> ● Report writing ● Organisational ● Communication & Presentation ● Relationship building ● Coaching and developing

<p>Qualifications & Experience (where applicable)</p>
<p>Essential</p> <ul style="list-style-type: none"> ● Commercial Vehicle Engineering Qualification (NVQ 3) BTEC National Diploma or C&G Level 3 in Light/Heavy vehicle repairs & technology or IMIAL Level 3 NVQ in Vehicle Maintenance & Repair ● LGV C + E Driving Licence ● At least 5 years commercial vehicle maintenance supervisory experience ● Up to date working knowledge of Construction and Use Regulations & The DVSA Guide To Maintaining Roadworthiness ● Intermediate Excel / Google Sheets knowledge
<p>Desirable</p> <ul style="list-style-type: none"> ● Membership of the IMI IRTE or similar professional body & registration with the Engineering Council, DVSA Vehicle Inspection Certificate ● Certificate of Professional Competence in Road Haulage ● Advanced Excel / Google Workspace knowledge

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/	Simon Bond	03.04.2024