Job Description: Mechanical Support Manager

Department:	Programmes
Scale:	Mech 3
Line managed by:	Directly to Technical Operations Manager (TOM) Indirectly to Head of Support Services (HoSS)
Responsible for line managing:	National staff as directed by TOM/HoSS
Location:	Sri Lanka

MAG's Vision is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy. People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

MAG's Mission is to save lives, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

MAG's Values: Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

DETERMINED - we work with purpose.

EXPERT - through excellence and expertise we build trust.

INTEGRITY - we strive to do the right thing.

COMPASSION - people come first in everything we do.

INCLUSIVE – we are inclusive, and we value diversity

Job Purpose:

The postholder will be responsible for ensuring MAG's Mechanical assets are managed and maintained in such a manner as to support operations in the most efficient way possible. The primary responsibilities of the job are:

a) Ensuring effective and timely maintenance, servicing and repair of MAG's mechanical assets with associated spares.
b) Providing technical expertise to develop existing mechanical management policies and procedures.
c) Managing a team of national mechanical asset mechanics and delivering training to national staff to strengthen capacity to conduct maintenance, repairs and the correct use of mechanical assets.
d) Providing timely support to mechanized clearance teams, supporting the allocation of facilities and management of spare parts to ensure unbroken operations in line with contracted requirements.
e) Support and oversee the smooth operation of a dedicated workshop facility including up to 3 (In future) mobile workshop support vehicles.

The postholder's location will be based on programme need. It is expected that the postholder will be based mainly in Vavuniya with travel to the Eastern Areas and occasional visits to Colombo for parts procurement.

Job Description

Workshop set up and maintenance

- Support procurement processes related to the operation of the workshop intended to be used as a base for mechanical asset repairs and servicing to support the large fleet of mechanical assets within the programme.
- Lead the operations of the workshop to provide timely servicing/repairing of mechanical assets.
- Assist with the recruitment and training of additional mechanics to staff workshop as necessary.
- Supervise the procurement and modification of an additional mobile workshop vehicle (including tools and equipment) that is fit for purpose to support remote operations.

Technical (General)

Supervise and monitor the maintenance, repair, and replacement of a large fleet of mechanical assets within the assigned programme.

- Ensure all mechanical assets are fully functional throughout the season and where required:
  - Carry out assessments and recommendations for immediate actions in writing to TOM;
  - Ensure lessons learned with each incident/accident and breakdown;
  - Conduct full (written) diagnostics at start and end of season; and
  - Undertake any repairs at the field site with minimum support – mechanical, electrical, welding as necessary - to minimise downtime.
- Develop procedures with the TOM and HOSS on what should be managed internally and externally for mechanical assets, which provides the necessary mechanical support for maintenance, repairs and procurement management of tools and assets needed.
- Provide technical advice on improvements which can be made to existing maintenance schedules in keeping with MAG's operational requirements and ensure/oversee their implementation with the Deputy MSM. Ensure preventive maintenance programs are carried out as per schedule and monitor post repair performance, guaranteeing respect of key manufacturers' guidelines and ensuring that all elements linked to warranties are factored in and considered.
- Assist and support the TOM and HoSS in developing draft country programme strategy, plans, proposals and budgets with regards to all mechanical assets and spares in line with MAG's mission and mandate.
- Assist and support the TOM and HoSS for the project usage of consumables and spare parts for all mechanical assets and fleet held within the programme. Provide technical advice on inventory of spare parts required for vehicles to ensure an adequate constant availability of original spares, minimising the costs for the organisation.
- Develop and prepare response plans and assets for field operations to support machine/vehicle breakdown or malfunctions.
- Be willing and able to work outside normal office hours (incl. weekends/stand downs) to reduce length of breakdown times for mechanical assets/vehicles.

Technical (mechanical assets only)

- Ensure effective planning for all mechanical asset operations and regularly provide written activity reports and ensure that adequate spare-parts and consumables are always in place.
- Set realistic performance targets for each type of mechanical asset and work with the TOM to ensure performance and delivery with minimum downtime through the operational year. This includes e.g. considering the weather and seasonal impact in the operational areas avoiding unnecessary downtime.
- Conduct and supervise field operations of all the mechanical assets within the MAG Programme where required.
- Conduct, monitor and supervise mechanical assets inspections, servicing and repairs for all mechanical assets.
- Provide written reports per asset, showing maintenance log and planned procurement needs.
- Provide written reports on actual performance per day per asset, with explanation in case of issues or underperformance.
- Provide input to ensure maximum output for each mechanical asset in any given situation (season

or environment).
- Advise the TOM on appropriate equipment to use for task sites for mechanical ground preparation.
- Work with the TOM and STM to develop appropriate written SOPs per asset and ensure mechanical assets/ operators receive accreditation where required.

Capacity building and HR

- Design, develop, deliver and evaluate the appropriate training programmes for maintaining and repairing mechanical assets, including training and monitoring of mechanic staff, whilst working in coordination with the programme's Standards and Training Team (STT)
- Design, develop, deliver and evaluate the appropriate training programmes for maintaining mechanical assets national equipment operator staff in conducting daily and weekly maintenance to machinery.
- Design, develop, deliver and evaluate the appropriate training programmes for movement planning; safety, security and driver management; and cost management as it relates to fuel, rentals, maintenance & repairs, and insurance.
- Provide input into the recruitment of national staff as it relates to the mechanical skill set required.
- Provide input into the selection and training of Mechanical Operators.
- Provide hands on supervision, quality control and where necessary coaching and mentoring of national staff to ensure robust maintenance and vehicle safety is always maintained.
- Ensure operators are suitably qualified and trained in the correct use and application of the respective machines under their control.
- Motivate and develop the mechanic team(s) to perform to a high standard.
- Build and maintain good working relationships with all international and national staff to maximise capacity building objectives.
- Carry out mechanical QA on all mechanics within the program.

Communication and Reporting

- Ensure that the Operators are fully briefed on all mechanical/machine based technical issues and any technical difficulties arising regarding mechanical assets.
- As required by the CD, TOM and HoSS, contribute to investigations and reports into all incidents/accidents where MAG fleet and mechanical assets are concerned.
- Oversee the production of weekly/monthly maintenance reports and ensure that they are submitted in a timely manner to programme senior management team.
- Support the DMSM in running an annual assessment to evaluate the status of the available mechanical assets, identify risks and opportunities, propose initiatives to leadership linked to disposal or replacement of mechanical assets.
- Support the DMSM in developing a fleet and mechanical asset replacement plan with the support of the senior management team and support the implementation of the plan by getting involved and supporting new projects' development processes. The plan should aim to ensure the sustainability of the fleet and mechanical assets available for running the operations, making sure that mechanical assets are disposed when their maintenance is no longer cost effective for the organisation or is representing a safety or security concern for MAG Staff.
- Support the TOM in writing Mechanical specific reports

Health & Safety

- Support the national Fleet Manager in ensuring MAG's Mechanical and vehicle fleet is fit for purpose and managed in line with MAG's Health and Safety standards and MAG Drivers handbook/Policy, taking preventative action where required,
  e.g. delivery of operator training courses, ensuring all machines have log books etc.
- Support the national Fleet Manager in ensuring that all vehicle and mechanical asset incidents are reported in writing in a timely manner, and the information passed to the CD/TOM/HoSS for upward referral to HQ.
- Support investigation over accidents and incidents, ensuring a solid lessons learnt exercise and a constant improvement of the risk management component of fleet and mechanical asset management.

- Support the national Fleet Manager in ensuring that all drivers are familiar with critical safety and standards policies and practices.
- Ensure that working conditions of staff working in the fleet management and mechanic support team are respecting critical safety and security standards, with a special focus over the safety within the mechanical workshop.
- Ensure that mechanical asset and fleet management operations are limiting as much as possible environmental impact, including setting up a safe disposal system for dangerous/hazardous components such as batteries, exhaust, waste oils, used brake pads/components etc..

Relationships and networking

- Ensure the programme senior management team are kept up-to-date of all relevant issues relating to mechanical assets.
- Maintain and develop contacts with other agencies and relevant local authorities and ministries on fleet issues.
- Ensure relevant staff understand and adhere to the provisions of the MAG Policy on Personal Conduct and everybody in the country is aware and is respecting the fleet and mechanical asset management policies, escalating any issue or potential risk on a timely basis.

All staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Undertake and apply learning from appropriate training and development programmes.
- Undertake role in developing countries and areas in conflict where standards of living may be basic.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Some Job Descriptions may be supplemented by specific Terms of Reference

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Person Specification

Essential Experience

- Experience in mechanical plant management.
- Experience of maintaining and repairing a wide range of mechanical assets. This includes diagnostics; welding (skilled in welding/arc welding specific, TIG and MIG welding desirable); preventative maintenance; and ability to find creative solutions.
- Experience of working in a developing country and an understanding of the constraints this imposes.
- Experience of designing and delivering training in the repair and maintenance of fleet and other assets.
- Experience of managing and capacity building a team of national staff.

Essential Skills and Knowledge

- Excellent organisational skills with the ability to coordinate and prioritise activities.
- Excellent literacy, numeracy and IT skills (e.g. Word/Excel).
- The ability to communicate with clarity and credibility on paper and face-to-face.
- Verbal and written English language skills.

Essential Aptitude

- Innovative and proactive with a problem-solving approach where systems can be improved.
- Determined and committed to the highest quality standards.
- Ability to establish and maintain effective working relationships at all levels internally and externally, including suppliers.
- Ability to meet deadlines and work calmly under pressure.
- Ability to handle and prioritize a heavy workload.
- Ability to represent and promote MAG.
- Interest in and commitment to MAG's humanitarian and capacity building mandate.
- Self-motivated, flexible and enthusiastic approach to work.

Qualifications

- Relevant certification, licenses for different skills such as welding, heavy machine repair, maintenance and management.

Desirable

- Previous experience setting up a workshop suitable for maintaining large fleet of vehicles and wide range of mechanical assets.
- Previous experience in, or exposure to Humanitarian Mine Action.
- Previous experience in maintaining Plant equipment such as mini/medium tracked excavators, JCB type Front End Loader/Backhoe machines, their ancillaries' and respective hydraulic systems.

Signed employee:	**Date:**
Signed manager:	**Date:**

July 2024