



Technical Services Manager

Reports to: General Manager	Abbreviation: TSM
Division/Department: Technical Services	Deputised by: Deputy TSM
Location: Stansted	Version/Date: v3 MAR26

JOB PURPOSE

Manage the Technical Services Department team to ensure the department deliverables are compliant with Part 145 regulations, company's MOE and related procedures.

The goal is to ensure that documentation is produced on-time, to the highest quality standard, allowing for a safe and efficient execution by engineers and meeting Part CAMO airworthiness requirements.

ACCOUNTABILITY

Accountable for the delivery of on-time and quality work packages for Engineering department as well as on-time and quality release documentation for Part CAMO Customers. Accountable for the on-time and accurate requisition of material for the Purchasing and Stores departments.

MAIN RESPONSIBILITIES AND DUTIES

- Ensure ITJC delivers the very highest level of response on a consistent basis, to its demanding customer base.
- Manage the Technical Services Department with respect to human resources and office equipment.
- Supervise the work of Technical Services team and is responsible to ensure that procedures and instructions for Technical Services department are established and kept updated.
- Plan and implement improvements to internal or external planning systems or processes.
- Ensure correct planning of material flow management systems to meet production requirements.
- Distribute projects among TSEs to achieve adequate workload distribution and continuity.
- Monitor the quality of the communication of its department with customers to secure the very best customer experience when dealing with ITJC.
- Responsible to secure that the IPR procedure is carried out correctly and on a systematic basis.
- Responsible for securing the review and update of technical publications and MTL when revisions received from OEM.
- Responsible to identify, monitor and carry out continuous improvement projects to improve quality, delay and cost of operation and in accordance with company's objectives.
- Evaluate the assigned staff performance and provide feedback to the General Manager.
- Supervise the administration of the part 145 Work Report and technical records keeping.
- Attend the Manpower Plan Review Meeting.
- Act as TSE when required.
- Compliance with company Procedures and in particular - Health, Technical, Quality and Safety policies.
- Ensuring compliance with the company Safety system in respect of actively advocating, promoting & implementing safety policy – Identification, assessment and resolution of risks & hazards, ensuring operational safety in the workplace, implementing corrective & safety actions within required timescales, ensuring staff remain actively aware & comply with requirements of the company safety system. Actively participate in company management & safety forums.
- Additional tasks as required by his superior.
- Performing of any other duties within your capabilities as directed by the Company

AUTHORITIES

- To define priorities and objectives, to coordinate and to monitor achievements among his department.
- Has disciplinary authority on staff working in the Technical Services Department.
- To request assistance from other ITJC's departments.
- To propose additional trainings and procedures updates.

QUALIFICATIONS PREREQUISITES

- University degree - preferably technical education or equivalent.
- Proven ability to provide effective management of resources.
- Good leadership skills and excellent customer interpersonal skills.
- Advanced level of written and oral communication skills with excellent interpersonal skills.
- Advanced skills in PC/windows pack usage in particular excel.
- Show good leadership and communication skills.
- Show strong organizational and analytical skills.
- Show a good sense of priorities.
- Time flexibility.

OTHER SPECIFICATIONS

- Be rigorous and self-motivated.
- Attend and pass successfully all mandatory trainings & assessments according to the area of activity.
- Show user skills in the tools used in Technical department.
- Maintain strict company and customer confidentiality.

EMPLOYEE DECLARATION

I confirm that I have read and understand the requirements and responsibilities of my role and agree to adhere to them if there is anything I do not understand I am aware that I should raise this with my line Manager

Print Employee Name:

Employee signature:

Date:

Manager Name:

Manager Signature:

Date