



## FSE & Workshop Manager

**Department:** General Management  
**Reporting to:** GM Technical Aberdeen

**Site:** Aberdeen  
**Key Reports:** FSE Engineers and Workshop colleagues

### Role Summary

The FSE & Workshop Manager will ensure the Workshop and FSE Business is managed, executed and delivered in accordance with the customer requirements in particular with regards to time, quality and cost. Ensuring the satisfaction of the customer and of Greenray Turbine Solutions.

This role's contribution is via the management of the Aberdeen Service Centre, encompassing the entire Greenray Workshop and Field Engineer resource. This role has full responsibility for the profit and loss of the Aberdeen Service Centre and will have a role in supporting the strategic development of the business.

This key role will support and strengthen the delivery of the business needs. The role will develop the existing workshop and field service skills and capability and will focus on the development of people. This role is part of the Senior Management Team and requires the ability and willingness to travel.

### Key Responsibilities and Tasks

All job holders need to demonstrate, understand and implement the company values within their roles.

#### People

- Lead, develop and manage the performance of the workshop and field service team to ensure that their contribution to the business is maximised.
- Manage the career development and succession planning for direct report reports to ensure that their future potential is maximised and ongoing capability is maintained in line with business objectives.
- Develop and implement workshop and field service processes and procedures; sole responsibility for the effective implementation and execution of workshop overhauls and field services.

#### Process

- Assume overall responsibility for the Aberdeen Service Centre to ensure that all work completed conforms to Greenray and our customers' quality, health, safety and environmental procedures and standards.
- Develop budgets and manage activity in line with them, taking corrective action where required to ensure that profit and cash flow targets are achieved.



- Provide detailed input into the strategic development of Greenray workshop and field service activities and contribute to the setting of targets and business development.
- Responsible for the day to day administration of Greenray's Aberdeen Service Centre – including site management.
- Support the business development activity in securing new streams of work and work with the sales department to convert and implement the new business opportunities to ensure the commercial success of Greenray.

## Delivery

- Actively support the customer management team and personally develop external customer relationships in order to sell workshop and field services both directly to end users and to other service companies in providing services.
- Provide regular financial and technical reports to the Senior Management team for the Aberdeen Service Centre to support decision making.

## Required Skills

### Education (qualifications & training)

- Degree level education or equivalent experience via a recognised apprenticeship.
- Gas Turbine / Power / Oil & Gas experience preferred.
- Experience of operating at senior/board level.
- Experience of managing workshop colleagues/Field Engineers.
- Proficient in using Microsoft Word, Excel & PowerPoint.
- Full and valid driving license.

### Skills (capabilities & qualities)

- First hand commercial industry experience combined with a technical Knowledge of Gas Turbine products and aftermarket services.
- Understanding of Contractual Terms and Conditions and some sales experience in the power generation or oil & gas markets.
- Ability to manage internal stakeholders.
- Customer relationship building skills at all levels through engineering to senior/board level.
- Leadership skills across multi-functional discipline teams.
- Strong organisational skills in order to manage a wide range of projects and tasks, with the ability to prioritise multiple tasks to meet deadlines.
- Experience of managing budgets and developing strategy.
- Track record of innovation and delivery
- Self-motivated and the ability to work confidently under pressure.

## Version Date

March 2021