



Ref Number:	HR to complete
Job title:	Vehicle Technician
Division:	FM Services (CTS)
Contract:	Full Time Permanent
Responsible to:	Workshop Supervisor
Responsible for:	If applicable

The Role

To undertake accurate and high-quality repairs and maintenance of private/commercial motor vehicles and plant achieving high standards of workmanship. To assist in the provision of an effective and efficient service to our clients and work effectively within the mechanical team to ensure industry leading standards of customer care and satisfaction at all times.

We expect our employees to always act professionally both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers.

- Lead by example and work together to achieve success
- Strive for continual improvement in our pursuit of excellence
- Use our innovation to help us persevere when challenged
- Act with integrity and are trusted to deliver

Key Duties

Daily Roles and Responsibilities

Working into the Workshop Supervisor this role is expected to:

- Deliver works efficiently and always cost effectively.
- Carry out all works in line with the specified requirements.
- Ensure all documented procedures and processes are always adhered to.
- Work alongside the team members, carrying typical duties, including:
 - Service, repair, prepare, strip, clean all types of passenger /goods vehicles, tools, and plant to manufacturers' specification according to best practice and acceptable safety and quality standards
 - Accurately and skilfully undertake the removal and electrical and trim items on motor vehicles Detect, diagnose, and rectify faults and repairs
 - Report on additional damage found when preparing the vehicle directly to the Workshop Supervisor
 - Accurately report on all components, materials, consumables, and hours used

- Keep wastage of materials and consumables to a minimum
- Keep work area clean, tidy, and free from hazards, ensuring the workshop is swept and cleaned before vacating
- Ensure all work complies with retailer, manufacturer, and industry guidelines in accordance with the Health & Safety at Work Act
- Record and update stock, vehicle, plant, customer, client, and supplier data where necessary
- Ensure all works carried out are logged accordingly and that the correct time and materials are allocated to the works so that invoicing can be efficient and effective
- Complete any other work as required by Management, which is commensurate with the responsibility of the job.

Health, Safety & Wellbeing Considerations

This role involves undertaking duties which include the Health, Safety and wellbeing issues outlined below. Please be aware of these, when considering your suitability for the role.

- Noisy working environment (above 80dB)
- Repetitive limb movements
- Working with machinery (please specify any vibration hazards)
- Working with chemicals
- Potential exposure to asbestos or other dusts
- Biological Agents/Scientific Hazards (waste/sewage)
- Working in confined spaces
- Working at heights
- Prolonged physical/manual work/Manual handling
- Vocational driving on & off site (includes use of cars, vans, ride-on mowers, buggies)
- Requires on call working on a rota basis (2 weeks off, 2 weeks on)
- Prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun
- Working in isolation
- Conflict resolution

Other duties:

Health and Safety: Adhere to the corporate policy on Health and Safety at work as well as taking responsibility for Health and Safety within the area of your control.

Equality and Diversity: Work positively in an equal opportunity and diverse environment and respect the unique contribution of every individual.

Environmental Awareness: To support the organisation's corporate Environment Policy by complying with relevant environmental legislation and carrying out your duties in an environmentally responsible manner.

Internal & External Relationships

Internal:

- Operations leaders
- Business Support Team
- Key Clients
- Workshop experts
- H&S team
- Other Commercial Services divisions

External:

- Customers
- Suppliers
- Regulatory bodies
- Contract Manager

Person Specification

The Person Specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Please be aware that your application will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in your application that back-up any assertions you make in relation to each criterion.

Qualifications / Training	Essential	Desirable	Assessed via*
GCSE English and maths or equivalent	✓		A
Full UK driving licence	✓		A
NVQ Level 3 in Motor Vehicle Service and Maintenance Technician	✓		A
Competence in use of Microsoft Office Suite		✓	A
Emergency First Aid at Work Certificate		✓	A

Experience / Knowledge	Essential	Desirable	Assessed via*
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Knowledge of all aspects of the motor trade	✓		I
Understanding and ability to interpret task sheets and data sheets relevant to the vehicle	✓		I
Skills / Abilities	Essential	Desirable	Assessed via*
Good communication skills	✓		I
Good numeracy skills	✓		I
Good organisational skills	✓		I
Problem solving ability and well organised in time management, prioritising and service delivery.	✓		I

Additional Attributes	Essential	Desirable	Assessed via*
Delivery-focused, organised with excellent attention to detail	✓		I
Ability to work under pressure to meet deadlines and targets	✓		I
Ability to analyse problems and issues, spot trends and opportunities		✓	I

***Criterion to be assessed via:**

A = application form

I = interview questions

T = test or presentation at interview

Code of conduct

We expect our employees to act professionally at all times both internally in the way we treat our colleagues and business partners and externally in the image we project to our customers and suppliers.

We expect all our team members to :

- ✓ **Be Caring** – about their colleagues, their customers and our business
- ✓ **Make a Difference** – For tomorrow, do the right thing on a difficult day
- ✓ **Be Empowered** – to give your best every day, be accountable, challenge in the pursuit of improvement
- ✓ **Be Creative** – lead the way, be curious and passionate, have the freedom to thrive

Job Holder's Signature:		Date:
Print Name:		
Line Manager's Signature:		Date:
Print Name:		