

Job Title: Heavy Vehicle Service and Maintenance Technician Apprentice	Grade/Level: Apprenticeship (Level 3)	Post Number: N/A
Directorate: Operations	Job Family: Craft	Date Prepared: April 2022
Role reports to (Job Title): Workshop Controller		
<p>Job Purpose:</p> <p>To support the Motor Vehicle Technician at the Central Vehicle Maintenance Unit to carry out planned maintenance, inspection and preparation for MOT, and reactive repairs, to the Council's vehicle fleet to a highest service standards.</p> <p>Apprenticeship Programme Duration:</p> <p>Typically it is expected that it will take three years for the apprentice to attain the required level of competence in the workplace although it may be sooner if an individual already has significant training and practical experience.</p>		
<p>Key Accountabilities:</p> <ol style="list-style-type: none"> To support the technician to carry out planned maintenance on the Council's vehicles as per the relevant servicing schedule including: LGV (Large Goods Vehicles)& Light commercial servicing; DOT inspections; Electrical, fuel system and engine fault finding and rectification and knowledge of on board computer system; Repairs and replacement of ancillary equipment: - alternators, lights etc.; Roadside assistance and recovery; Full engine strip and rebuild; Clutch replacement; Chassis and running gear issues; Hydraulic fault finding and repairs – pumps, motors, rams and pipes; Refuse vehicle body and bin lift diagnostics; Heavy steel fabrication and welding; Light steel fabrication and welding; Non-specialist panel beating and body repairs; Cooling system fault finding and rectification; plant repairs; Dual fuel fault diagnosis and repairs; Tyre inspection and wheel changing; Suspension, brake and steering overhaul and repairs; Air system fault finding and fault rectification; Identify and list part numbers for ordering/pricing. To assist with the preparation of LGV and light vehicles for MOT tests and inspections. Awareness and appreciation of Swindon Borough Council responsibility in applying with the Council's Operators Licence. Report defects and deficiencies of vehicle and associated equipment and to advise of work required to be undertaken to rectify and ensure the vehicle is roadworthy. To carry out work at any of the Council's current or future premises in accordance with the Health & Safety at Work Act 1974 Under instruction from the workshop controller complete all electronic records and relevant paperwork correctly and promptly. 		

7. Under instruction from the technician produce written vehicle inspection reports as required.
8. To attend vehicle breakdowns with the allocated technician.
9. Be prepared to undertake some overtime (possibly at short notice), as the workload dictates.
10. Be prepared to work shift patterns between the hours of 06:30 & 18:00hrs Monday to Friday
11. Be prepared to work Bank Holidays (Triple Time)
12. Observe and comply with Swindon Borough Council Health and Safety Policy, ensuring the health and safety of yourself and others affected by your activities.
13. Under instruction from the workshop controller, carry out risk assessments when conducting repairs to assess hazards, then implement safe systems of work to reduce risks to vehicle users, members of staff and public.
14. To advise the Supervisor of any changes or amendments to the service provided in order to promote an atmosphere of continual improvement.
15. To undertake training which is relevant to the post.
16. To assist all technicians to complete all work allocated and also prioritise our own work and complete by target times and date.
17. To complete all work to the highest service standards.
18. To maintain the highest level in customer care and in line with service standards.
19. Under the instruction from the Technician record either on paper or electronically all work undertaken including materials, times taken. Ensuring all records are completed.
20. To have fully complied with Swindon Borough Council policies and procedures.
21. To maintain the apprenticeship for delivering the service.
22. To embrace the modernisation program, including mobile working, e procurement.

Supplementary Accountabilities:

In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your positions as detailed within your Directorate Health and Safety Policy.

Job Scope:

Typical tasks supervised/allocated to others:

Job Scope:

Budget: NIL

Assets: Own personal equipment
SBC tools and equipment
Vehicles maintained

Knowledge and Experience:

- 4 GCSE's at grade C or above including Math and English or able to demonstrate predicted grades.
- Numerate and literate
- PC literate
- Ability to learn and to apply knowledge in a practical setting
- Must hold a full UK driving licence, and pass the Swindon Borough Council transport driver assessment.
- Willingness and able to train and obtain a LGV (large good vehicle) driving licence;

- Some experience of dealing with the public and demonstrate the ability to communicate effectively with a range of people both orally and in writing.
- Can demonstrate the ability to solve practical problems
- Be physically fit and able to undertake long and arduous physical demands which include the removal and fitment of heavy road wheels, brake drums, gearboxes, clutches and road springs etc.
- Demonstrate an interest in the HV industry
- Ability to work in an organised and methodical way to analyse and solve problems
- Be able to demonstrate mechanical skills

A heavy vehicle service and maintenance technician will demonstrate a knowledge and understanding of the following:

- The fundamentals of HV technologies e.g. HV chassis design, engine, fuels, transmissions, electrical (12/24v), air-conditioning, hydraulic and air braking, air suspension systems etc.
- The types and associated characteristics of HV and their configurations and applications.
- Diagnosing principles and logical problem solving techniques related to HV.
- Sufficient H&S knowledge and environmental awareness to carry out the work safely.
- Operators "O" Licence requirements relating to HVs.
- How to service, inspect and maintain vehicles and trailers to the expected standards and the importance of safety inspection and maintenance schedules to meet Operator's (O) licence and legal obligations.
- Customer expectations and implications of work carried out.
- The need to be reliable, flexible, diligent and good timekeeper.
- How the business works from an operational perspective and demonstrate commercial and financial awareness in the HV industry.
- Complex problem solving techniques.
- The requirements of providing roadside assistance.

The competency to achieve the following skills in the workplace:

- Carry out the basic tasks with tools and equipment common to all procedures involving basic mechanical and electrical procedures related to HV.
- The ability to keep updated with emerging new technologies within the HV industry.
- Contribute to the maintenance of a safe and efficient workshop and adhere to the company and legislative processes.
- Access specific and related HV technical information appropriately.
- The ability to service, inspect and maintain HVs and trailers to meet company, Driver and vehicle standards agency (DVSA) and manufacturers' standards.
- Use a range of diagnostic and electrical measuring equipment to identify faults and underlying causes on HV's.
- Successfully inspect and prepare vehicles and trailers to meet DVSA standards prescribed in the tester's manual.
- Carry out final quality checks before handover to the customer without supervision.
- Apply advanced diagnostic principles and logical/problem solving techniques and regimes.
- Maintain records to company and operators' licence obligations and regulation.
- To be able to communicate effectively in both oral and written mediums both internally and with customers on a range of topics that will support, HV inspection and diagnosing techniques.

Required behaviours to achieve the following in the workplace:

- Behave in accordance with the values of the company they work for whether manufacturer or independent to treat customers and stakeholders with courtesy and respond quickly to their requirements to ensure an excellent experience.

- Operate effectively as a team member taking ownership and responsibility when required and be honest and accountable in all activities when things do not go as planned.
- To work at continuous development of both self, team and processes

Working Environment:

- Working with the technician on both outside and internal works;
- Risk of Hep A & B, Needle Stick injuries etc.
- Risk of Leptospirosis (Weils disease)
- Working in unpleasant conditions eg., laying in cold, dark and wet roadside conditions underneath a vehicle for some considerable length of time;
- Hazardous conditions will exist at times; i.e. working on tip face

Decision Making:

- Learn the skills to be empowered to make daily decisions within a structured process

Contacts and Relationships:

- Communication skills with all levels of Council staff and members of the public
- Support the technician and learn to deal with Ministry of Transport on regular basis i.e. MOT tests and Fleet Inspections

Creativity and Innovation:

- To advise the Supervisor of any changes or amendments to the service provided in order to promote an atmosphere of continual improvement and better use of labour, transport and materials
- Bring ideas to enhance the way procedures work

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date:

Line Manager's Signature:

Print Name:

Date: