

**Job title:** Heavy Vehicle Technician

**Reporting to:** Vehicle Workshop Supervisor      **Job Band:**

**Direct Reports:** 0      **Size of Team:**

The job holder will be part of the Vehicle Technician team and work on both HGV, LGV and passenger cars as required.

The job holder will;

- inspect, service and repair all types of vehicles, plant and specialist vehicle equipment
- maintain and fit operational equipment in vehicles as required
- carry out all mechanical and electrical repairs on vehicles in a safe, efficient and economical manner in line with manufacturer’s recommendations and ESFM policies and procedures

**Key Responsibilities**

- ⇒ Undertake mechanical and electrical servicing (including lighting, siren and communications radio equipment), inspection and repairs on vehicles, which includes the use of computer based and other types of diagnostic equipment.
- ⇒ Undertake unscheduled maintenance and modifications to appliances, vehicles and non-mobile equipment as required.
- ⇒ Undertake maintenance and modifications to trailers, generators and other equipment installations as and when required.
- ⇒ Service vehicles on a regular basis according to the work plan. This work will include delivery, collection and road tests.
- ⇒ Undertake inspections on vehicles as required, meeting the Department of Transport minimum standards, maintaining accurate records for work carried out.
- ⇒ Undertake the preparation, modification and conversion of vehicles, plant and equipment for operational use as required, including:
  - Pre-delivery inspections
  - Installation and connection of specialist role equipment
  - Application of livery as required

- ⇒ Carry out steering geometry checks and adjustments on all types of vehicles.
- ⇒ De-commission vehicles by the removal of equipment and livery prior to disposal as and when required.
- ⇒ Drive vehicles as directed for the purposes of road tests, collection and delivery of vehicles and recovery of broken down or damaged vehicles.
- ⇒ Provide roadside assistance and undertake the repair and/or recovery of broken down, damaged and immobilised vehicles.
- ⇒ When required, drive the Mobile Workshop to attend operational sites for the undertaking of scheduled and non-scheduled maintenance of vehicles and appliances.
- ⇒ Carry out plating fabrication, welding and other necessary repairs to vehicle bodywork and lockers as required.
- ⇒ Complete the necessary paperwork and update computer records to maintain accurate recording and allow jobs to be costed and charged appropriately.
- ⇒ Ensure that all work is undertaken in a safe, economical and professional manner whilst maintaining the required standards of quality and working within standard job times as appropriate.
- ⇒ Ensure all procedures and health and safety policy, procedures and practices are adhered to.
- ⇒ Report any deficiencies or inadequacies in existing maintenance equipment, particularly where this may affect safety within the Workshop.
- ⇒ Ensure that systems and resources are used effectively in the workshop to meet ESFM's requirements and standards in order to provide excellent levels of service at all times
- ⇒ Whilst supervision is available, the post holder is expected to make routine decisions concerning the repair and or replacement of vehicle parts taking into consideration safety issues and cost effectiveness, and the general roadworthiness and safety of vehicles entrusted to them.
- ⇒ Provide the appropriate advice to give to the client in relation to vehicle maintenance and fault diagnosis.
- ⇒ Provide and keep the tools required for the role in the appropriate condition, renewing as required.
- ⇒ Ensure that risks to the company or the clients' services which may affect their ability to provide services as usual now or in the future are identified and escalated to the appropriate line manager at the earliest opportunity.

⇒ Undertake any additional duties as may be determined by management commensurate with the nature and grading of the post and deemed to be in the interests of the efficient and effective functioning of the organisation.

#### **You will**

Be able to work on your own initiative

Be able to work on your own or as part of a team, contributing positively and effectively

Be flexible including working at various locations and with the LGV team where appropriate

Be physically capable of meeting the demands of the role

Be willing to learn new skills and adapt working style as appropriate

#### **Equality and Diversity Statement**

ESFM recognises that discrimination and victimisation is unacceptable and accordingly it requires its employees to not discriminate directly or indirectly, or harass colleagues, customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Responsibility for ensuring that there is no unlawful discrimination rests with all employees and the attitudes of employees are crucial to the successful operation of fair employment practices.

**For further information please refer to the ESFM HR Policy Manual**

**Person Specification**

This is a specification of the skills, experience etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>		
City & Guilds 3 in HGV Motor Vehicle Technology or NVQ equivalent	✓	
Literate and Numerate / Educated to GCSE level or equivalent at Grade C incl. English and Maths	✓	
Hold a full DVLA driving licence, categories B, B1 and C, C1 (HGV). The role holder must complete and pass a driving assessment within first month of starting work with ESFM Ltd.	✓	
Achieve IRTEC accreditation within the 6-month probation period	✓	
Master technician status in a vehicle product (qualification awarded by manufacturer)		✓
<b>Experience</b>		
3 years post qualification experience as a qualified mechanic with LGV and HGV (3,500kg – 44,000kg), that will include experience of working on HGV servicing, repairs and diagnostics, and LGV and passenger car servicing, repairs and diagnostics.	✓	
Use of computerised and other types of diagnostic equipment	✓	
Proven experience in technical problem solving, fault finding and resolution	✓	
Mobile Workshop experience		✓
<b>Skills, knowledge and abilities</b>		
Extensive knowledge and ability to use diagnostic equipment and software	✓	
Specialist knowledge of emergency service vehicle components, e.g. engine, transmission, ABS braking system, fire pump, hydraulic systems in relation to Turntable Ladders, hydraulic platforms, Hiab Cranes and rescue equipment, and vehicle electrical systems including emergency warning system, lighting mast systems, radio systems and communication systems. Training should be successfully completed within a stated time period	✓	
A practical working knowledge and awareness of the health and safety issues relating to vehicle maintenance and workshop environments	✓	
Possesses good written and oral communication skills	✓	
Good interpersonal skills and able to liaise at all levels	✓	
Demonstrates the ability to use own initiative and judgement on a range of routine issues	✓	
Methodical and logical approach to work/tasks undertaken, displaying significant attention to detail	✓	
Welding/Fabrication skills		✓
Must be physically capable of meeting the demands of the role	✓	

A good understanding of the importance of customer service and working with clients	✓	
<b>Other requirements</b>		
On occasions, you may be required to work outside in inclement weather conditions, suitable protective workwear will be provided.		
On occasions you may be required to work alone. Supervision will be available by telephone.		

<b>This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing needs of ESFM. It is expected that the job holder will be as positive and flexible as possible in using this document as a framework.</b>	
<b>Initials:</b>	<b>Date of preparation:</b>