



# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

<b>JOB TITLE:</b>	Workshop Technician Apprentice		
<b>GRADE:</b>	Apprentice	<b>SERVICE AREA:</b>	Clean & Green Services
<b>JOB CODE:</b>			
<b>REPORTS TO:</b>	Environmental Depot, Pelsall Road	<b>LOCATION:</b>	Mobile worker Borough wide
<b>SPECIAL CONDITIONS:</b>	<p>Fixed-term contract for 42 months</p> <p>Heavy Vehicle Service and Maintenance Technician Apprenticeship Level 3 to be, attained during the term of the apprenticeship. You will need to show that you are committed and aware of your responsibilities to both yourself and to Walsall Council.</p> <p>37 hours – Monday to Sunday working, required to work in accordance with local arrangements across clean and green operations. Annualised hour contract with annual leave commitments calculated in hours.</p>		

## 1. Main purpose of the job role:

To assist with the service delivery of Fleet Services operations whilst undertaking learning and development to attain qualifications and skills as a qualified fleet technician over the term of the apprenticeship. In accordance with the Clean & Green Service this post will be assigned to:

- Fleet workshop – vehicle maintenance
- Fleet workshop – machine/equipment maintenance
- Fleet workshop – MOT service station

## 2. Role specific duties and accountabilities:

### Main activities include (not limited to):

#### To learn, develop skills and undertake fleet maintenance operations including:

- Assist in the inspection, service and/or repair vehicles, equipment or components, using the appropriate tools, equipment and facilities in a safe and proper manner
- Assist in the recovery of broken down vehicles and equipment using appropriate techniques to minimise risk to general public and/or employees without causing further damage.
- Assist in conducting fault diagnostic checks on vehicles, plant and equipment.
- Interpret and implement technical service data and statutory maintenance standards..
- Responsible for ensuring daily work commitments are met to a specified standard.
- Responsible for assisting in vehicle/machine maintenance and preparation, fuelling, washing and cleaning;
- Maintain tools and equipment and vehicles in good condition and report any risk or problem to their line manager (employees must use equipment or materials for their proper purpose only);
- To assist in maintaining fleet, equipment & machinery to ensure they are road legal including daily maintenance checks including tyres, fuel, water, hydraulics, visual damage, lights, beacons, etc.
- Required to complete driver information such as log books, tachographs, defect report sheets, daily maintenance check sheets, damage incident reports, pre-start of day walk round inspection sheets, vehicle maintenance sheets.
- To operate in accordance with the authorities Operating Licence and the requirements of the European Working Time directive.
- To assist in the day to day operation of the contractors, stores and driver compliance issues, monitoring performance and providing guidance, direction and support to operational teams as required.

Will be required to become familiar with the following procedures and practices:

- Fleet - licence checks, tachographs, working time directives, corporate manslaughter act
- Transport regulations and legislation
- Work in accordance with the requirements of the council's Operating Licence
- Workshop regulations and legislation
- MOT testing station procedures, legislation and regulations
- Safe working practices, health and safety policy and procedures, depot site safety rules.

### **Training and Development**

- To operate in accordance with corporate performance management and staff development processes such as individual performance management / employee performance appraisals and the Management Competency Frameworks and associated initiatives.
- The postholder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To promote the development of a confident learning culture within all service areas for which the jobholder is responsible, including the requirement that all staff have and achieve personal/professional development plans that are integrated with the Service Plan.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs

### **Customer Focus**

- To ensure services are responsive, high quality and customer focused and are delivered at an economic rate that represents Best Value.
- To ensure effective liaison and foster good working relationships with all current and potential internal and external service providers/users i.e. contact centre/public/elected members, user groups, voluntary sector, anti-social behavioural unit, emergency services etc.
- Maintain customer satisfaction and ensuring enquiries and complaints are dealt with in a polite, timely and effective manner through communication channels such as Customer Relations Management Systems and correspondence management systems, telephone enquiries, letters, e-mails and face to face communication.

### **Health & Safety**

- Assist in informing the policy-makers what resources are needed to meet their teams obligations for health and safety matters, including providing equipment, clothing and training;
- To ensure accidents, incidents and violent incidents (including near misses) are reported
- Protective clothing/uniform to be worn at all times to promote a positive image of the Service Area and comply with Health & Safety regulations.
- Take reasonable care for their health and safety and that of other people who may be affected by what they do (or neglect to do) while at work;
- Not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety and welfare (for example, protective clothing, first-aid equipment and machinery guards);
- Always follow relevant procedures to avoid health and safety risks, and consult their line manager on any areas of concern. Including operating in accordance with reversing assistant procedures, manual handling, depot safety rules and procedures.
- Maintain tools and equipment and vehicles in good condition and report any risk or problem to their line manager (employees must use equipment or materials for their proper purpose only);
- Behave appropriately at all times in the workplace;
- Assist in the reporting of any accident, near miss, dangerous event or incident of violence;
- Responsible for assisting in maintaining vehicle/machinery to a legal roadworthy standard
- To work in accordance with industry related policies and procedures i.e. EU drivers hours rules, working time directives, driving licence verification procedures, vehicle preparation and maintenance, accident, damage and defect reporting.

**Administrative Systems:**

- To maintain appropriate records including but not limited to :timesheets, leave requests, tachographs job sheets/tickets, customer calling cards, accident reporting and recording, defect reporting and recording, vehicle/machinery maintenance sheets, self certificates, incident reports, electronic recording systems.

**3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE Workshop Technician Apprentice		GRADE App	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>			
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		N/A	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)			
<b>Communicate with people</b> – the ability to demonstrate good communication skills, build team spirit, support and care for others, develop self-insight including awareness of strengths and weaknesses.		A/I	2
<b>Achieve outcomes for customers and communities</b> – develop the ability to demonstrate customer satisfaction, work towards better outcomes, complaints handling, internal and external customers and demands.		I	2
<b>Manage your resources and plan for high performance to gain the maximum benefit</b> – willingness to learn, develop skills and knowledge within the industry and deliver duties in a timely manner		I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.			
<b>Industry knowledge</b> – develop the ability to demonstrate experience in theoretical, practical and procedural knowledge of fleet workshop, vehicle maintenance and repairs, servicing, MOT testing, machine maintenance and repairs and an element of driving duties		I	2

<b>Personal Development</b> - The ability to demonstrate willingness to learn and develop the range of competencies in order to attain criteria set out within the Job Description			A/I	3
<b>Health and Safety</b> – develop an understanding of health and safety management systems, health and safety requirements relating to post			I	2
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
GCSE grades 'C' or equivalent in Maths, English (alternate functional skills)			A/I	3
<b>General:</b> <ul style="list-style-type: none"> <li>a) Work towards attaining an appropriate Health and Safety Qualification</li> <li>b) Work towards attaining an Industry qualification – Motor trade industry</li> <li>c) Work towards attaining - Driving Licence</li> <li>d) Work towards attaining - Driver related industry knowledge including reversing assistance, working time directives and drivers hours rules, data recording and record keeping (tachographs), Driver Certificate of Professional Competence (CPC), practical driving experience.</li> </ul>				
<b>Other Essential Requirements</b>				
An awareness of, and commitment to, equality of opportunity			I	2
Awareness of, and commitment to, confidentiality and handling data			I	2
<b>Prepared by:</b>	Dave Roberts	<b>Date:</b>	May 2021	