



JOB TITLE:	Workshop Technician		
GRADE:	G8	SERVICE AREA:	Clean & Green
JOB CODE:	EE82WORKG8		
REPORTS TO:	Assistant Fleet Manager	LOCATION:	Pelsall Road depot
SPECIAL CONDITIONS:	<p>37 hours – Monday to Sunday working, required to manage in accordance with local arrangements across clean and green operations. Annualised hour contract with annual leave commitments calculated in hours.</p> <p>Stand By / Call Out Duty – required to be part of the operational stand by arrangements rota to support out of hours operations and weekend duties. Stand By Payment in accordance with agreement and subject to future review in accordance with corporate pay structures and pay and grading.</p> <p>Bank Holidays – Contractual, payment will be paid at basic rate (time) + half + time off in lieu</p> <p>Tool Insurance – the provision of personal tools/box for the undertaking of duties to which an insurance/secure storage is provided</p>		

1. Main purpose of the job role:

Primary areas of responsibility:

Principal day to day functions and areas of direct responsibility for this post will be working within the operational department.

In accordance with the Clean & Green Service this post will be assigned a workshop responsibility for one or more of the primary functions detailed below:

- Fleet workshop – vehicle maintenance
- Fleet workshop – machine/equipment maintenance
- Fleet workshop – MOT service station
- Driving duties including site based works in the event of facilitating breakdowns / fleet and plant recovery and front line service support.

Secondary requirement

To undertake similar related operational functions to support business continuity and management of workshop as required, including but not limited to:

- In the absence of the Assistant Workshop Manager, may be required to act up in order to undertake workshop supervisory duties.

2. Role specific duties and accountabilities:

Fleet Services:

- Inspect, service and/or repair vehicles, equipment or components, using the appropriate tools, equipment and facilities in a safe and proper manner, within standard ICME manual job times or allocated times given.
- Vehicles, plant and equipment must be maintained to Fleet Services quality standards and in a cost-effective way to improve availability to service areas.
- Recovery of broken down vehicles and equipment using appropriate techniques to minimise risk to general public and/or employees without causing further damage.
- Conducting fault diagnostic checks on vehicles, plant and equipment.
- Ensuring vehicle inspection sheets are completed and signed.
- Job cards and time sheets should be completed at the end of every working day. Fleet Wave Chevin kiosk, job in systems and recording.
- Interpret and implement technical service data and statutory maintenance standards.
- Conduct MOT testing as and when required
- To assist in on the job training sessions for full time and temporary staff in line with the training plan, in order to create a flexible workforce.
- Responsible for ensuring daily work commitments are met to a specified standard.
- Responsible for 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 maintain fleet, equipment and machinery to ensure they are road legal including daily maintenance checks including tyres, fuel, water, hydraulics, visual damage, lights, beacons, tachographs 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.
- LOLER inspections - The Lifting Operations Lifting Equipment Regulations 1998. The undertake inspections in accordance with regulations.
- Electronic diagnostic testing – fault finding for refuse collection vehicles

Will be required to be 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

- Informing the policy-makers what resources are needed to meet their teams obligations for health and safety matters, including providing equipment, clothing and training;
- Supporting the policy-makers in promoting our health and safety management system;
- To ensure accidents, incidents and violent incidents (including near misses) are reported, recorded to assist in ensuring effective controls are implemented to minimise or eliminate risk.
- 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, transfer station and disposal sites including landfill.
- 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;
- Help fully in the reporting and investigating of any accident, near miss, dangerous event or incident of violence;
- When working outside the direct control of their immediate supervisor, identify (and report to) the person controlling the site so they understand site safety rules or special.
- Responsible for 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, waste policies (bin returns, assisted collections, contamination, side waste, etc).
- By-line systems and Fall arrest - working at heights. Health & safety systems.

Finance

- Assisting the Service Manager and Senior Operations Manager in identifying saving and growth requirements through the Resource allocation process to contribute to the corporate budget setting processes.
- Responsible for receipt of income through the MOT testing station in accordance with Financial Regulations.

- Repair / replace decisions – making key decisions for e.g. vehicle out of warranty/end of life to determine whether to repair, replace parts, make good in the financial interest of the council to reduce spend on materials, parts budgets and provide value for money.

Human Resource Management

- To manage, facilitate and support the Assistant Managers in the supervision of Fleet Apprentices, work experience, contractors and suppliers, to provide an efficient and effective service to customers, maintaining high levels of discipline, conduct, moral and work standards.
- Responsible for managing human resource in accordance with the Councils procedures and Human Resource & Development Team, including code of conduct for employees, disciplinary, grievance, leave arrangements, equal opportunities, work life balance.
- Provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable.
- To manage the performance of the service team(s) for which the jobholder is responsible, and to respond and deal with weak/poor performance. To develop appropriate performance indicators as required.

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 their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- 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.



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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	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - 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.		3
Leadership - 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.	Not Applicable	
Accountability - 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.		3
Transparency - 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.		3
Ethical - 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.		3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Abilities/Skills: (refer to JE guidance document)		
Communicate with people – the ability to demonstrate good communication skills, explain people expectations, build team spirit, support and care for others, develop self insight including awareness of strengths and weaknesses.	S/I	3
Industry knowledge - Be able to demonstrate experience in the service sector (public or private sector) with advanced theoretical, practical and procedural knowledge including fleet workshop vehicle maintenance and repairs, servicing, MOT testing, machine maintenance and repairs and an element of driving duties	S/I	3
Manage your resources and plan for high performance to gain the maximum benefit – the ability to demonstrate human resource management and application of policies and procedures, more for less, forward planning, project management, manage poor performance.	S/I	3
Health and Safety - Understanding of health and safety management systems, health and safety requirements relating to post	S/I	3
General: <ol style="list-style-type: none"> The ability to demonstrate the range of competencies set out within the Job Description The postholder must possess at least five years relevant experience in the motor trade industry Requires to work shift work patterns, out of hours arrangements and occasional weekend / bank holiday working as service demands 	S/I	3

Evidence of continuous professional development (where applicable)			
Qualification: 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.			
<ol style="list-style-type: none"> 1. Hold an appropriate Health and Safety Qualification 2. Industry qualification – Motor trade industry 3. Driving Licence – including minimum Class C 4. National Craftsman Certificate / Technician Certificate in the motor vehicle trade or equivalent. 5. MOT testers course (minimum 5 years experience in the motor trade to undertake MOT tests) 6. 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), transfer station operations/disposal sites, practical driving experience. 		S/I	3
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	2
Awareness of, and commitment to, confidentiality and handling data		I	2
Prepared by:	Dave Roberts	Date:	Nov 22