



North East Ambulance Service Unified Solutions

Job Description: Motor Vehicle Technician

Job Title	Motor Vehicle Technician
Line Manager	Workshop team leader
Salary	£26,551- £34,159 plus unsocial hours payment (21%)
Date	JUNE 2023

Core Responsibilities

To be able to inspect and service vehicles to the highest standards to eliminate wherever possible the likelihood of unscheduled work or breakdowns occurring and disrupting operational services.

To have the specialist vehicle knowledge of several vehicle manufacturer types currently operating in the marketplace these based on light goods vehicles and light HGV's up to 7.5 Tonnes. Most of our fleet are up to 5.5 tonnes.

Key duties and accountabilities

1. To inspect and service vehicles to the highest standards as part of both planned and unplanned maintenance.
2. To carry out comprehensive in-depth electrical, mechanical, and hydraulic diagnosis of vehicle systems.
3. To provide instructional support to workshop colleagues.
4. To maintain own skill levels to the highest possible standard maintaining awareness of current and future technology used in the maintenance of the current vehicle market.
5. Liaise with NEASUS Line managers relating to any long-term vehicle concerns and ensure that all work is carried out in full and followed up until resolved.
6. To keep work area and protective clothing clean, tidy and fit for form and function whilst also upholding the company image.
7. Observes a personal duty of care for the equipment and resources used in the course of work.
8. Carry out road tests on vehicles as and when required.

Communication

- 1) Communicates clearly, concisely with professionalism both orally and in writing, with customers, colleagues and suppliers of all levels. This is key during periods of "Acting Up" where you may be required to speak to recovery firms, contractors, dealerships, clients NEASUS Managers.

System and Policy responsibilities

- 1) To be fully conversant with computerised Fleet management systems to enable accurate input of information to specific vehicle repair work.
- 2) To carry out comprehensive in-depth electrical, mechanical and hydraulic diagnosis of vehicle systems.
- 3) To keep up to date with developments in the motor vehicle industry

People Responsibilities

- 1) Develop professional relationships with operational crews, external clients and management, by carrying out your duties in a professional manner.
- 2) To cover the team-leader role as and when required (e.g. annual leave)

Financial Responsibilities

- 1) To ensure that repairs carried out achieve a balance of high safety standards with good value for money
- 2) To ensure that parts booked-out are always linked to a job-card in the fleet management system

Working Conditions

- 1) This post operates in a team on a shift pattern, averaging 37.5hrs per week on a shift pattern, predominantly working 4 days on/ 4 days off.
- 2) The shifts are 12 hours in length, operating from 06:00-18:00 or 12:00-00:00

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager, this includes acting up with reasonable notice.

Key relationships

Regular and frequent contact with:

- Motor Vehicle Technicians
- Workshop team leaders
- Workshop manager
- Administration team
- Ambulance Resource Assistants
- Fleet Controller
- Medical equipment technicians



PERSON SPECIFICATION

JOB TITLE: Motor Vehicle Technician

	Essential	Desirable
Work Experience/ Achievements	<ul style="list-style-type: none"> The post holder must be experienced in maintaining Cars, CDV's, Passenger Service Vehicles and Goods vehicles up to 7.5 Tonnes 	<ul style="list-style-type: none">
Knowledge/ Educational Achievements	<ul style="list-style-type: none"> The post holder must be a fully qualified motor vehicle technician. You will have attained a recognised level of certification i.e. City & Guilds Motor Vehicle Technician or NVQ level 2 or equivalent The post holder must have specialist knowledge of motor vehicle electrical systems & mechanical components. Comprehensive knowledge of a range of computer-based vehicle diagnostic systems and the ability to analyse and interpret the information presented by the systems to determine the most appropriate repair option. Have the ability to diagnose all other vehicle faults without access to diagnostic equipment. Knowledge of vehicle legislation & Health & Safety Legislation and to be able to demonstrate what PPE is required whilst carrying out their duties. Must be willing to carry out MOT tester training 	<ul style="list-style-type: none"> MOT Testing certificate Level 3 NVQ/C&G NEBOSH Certificate Knowledge of tail lift systems, their operation and repair LOLER testing experience Experience of working with a Vehicle Fleet Management Systems. Experience of vehicle carnation systems, ideally blue light systems Experience of working in a fleet management environment
Skills and Behaviours	<ul style="list-style-type: none"> Demonstrate excellent motor vehicle repair and technical analytical diagnostic skills. Competent in the use of IT based tools in data collation using Windows based systems. High levels of manual dexterity to manipulate fine tools and make adjustments where there is little margin for error. 	<ul style="list-style-type: none"> Automotive IT software systems users' qualification or evidence of relevant knowledge or training.

	<ul style="list-style-type: none"> • Ability to communicate effectively both internally and externally using a wide variety of techniques (written, verbal etc.) • Excellent communicator capable of relaying highly technical / complex information to staff through both formal core training sessions, instructional support and mentoring programs • Committed to Continuing Professional Development. • Ability to negotiate with respect with internal colleagues and respect other staff members' points of view. 	
Other	<p>Full UK manual driving licence.</p> <p>C1 driving licence entitlement*</p>	<ul style="list-style-type: none"> • Ability to analyse processes and suggest changes to improve systems and processes.
<p>*If you don't have a C1 entitlement on your licence, we will ask you to complete the test within 12 months of your appointment. You will be able to access a salary-sacrifice scheme to pay for this.</p>		