

JOB DESCRIPTION

Post Title: Workshop Chargehand/Technician		Director/Service/Sector		Office Use			
Grade:		Workplace:		JE ref: 124-7			
Responsible to: Workshop Supervisor/Site Manager		Date:		HRMS ref:			
Manager Level							
Job Purpose: To supervise the workshop technicians, to take routine decisions on the organisation of work, materials, plant and equipment. To carry out the efficient and effective maintenance of Vehicles and Plant.							
Resources	Staff	Supervision of up to 8 Workshop Technicians. May supervise an Apprentice					
	Finance	None					
	Physical	Depot working with variety of tools, and equipment. Use of Fleetmaster.					
	Clients	Internal Highways, Neighbourhood and Waste services and lease car users. Various external organisations and members of the public.					
Duties and key result areas:							
- Oversee the work of the workshop technicians, allocate tasks and resources. This will include providing guidance, assistance and coaching as necessary. - Liaise with the Workshop Supervisor/Site Manager to assist in the planning of servicing and maintenance of the fleet - Carry out quality inspections on vehicles/plant to ensure servicing and repair work meets the required standards. - Ensure the accurate completion of all records using both paperwork and computer systems. - Order vehicle parts from external suppliers - Deputise for the Workshop Supervisor/Site Manager in their absence. - To carry out servicing and repair of vehicles and plant as required, to a satisfactory quality level, ensuring the safety of drivers, operatives and public. - To take ownership of the work undertaken in relationship to the type of vehicle or plant being serviced or repaired - Prepare all vehicles to M.O.T. and LGV Testing Station standards. - Undertake MOT's on class iv, v and vii vehicles as well as Hackney Carriage and Private Hire Cars. - To diagnose faults by road testing vehicles, visual inspection, by use of computerised diagnostic software and any other method agreed by industrial standards. - To accurately identify parts, components and systems from manuals, diagrams, computerised documents and direct from vehicle/plant. - To ensure that the ordering of parts is carried out in accordance with the Council's Financial Regulations and Standing Orders. - To repair a wide range of vehicles and plant from multiple manufacturers, base types include:- <table border="1"> <tr> <td> Gritters Sweepers Refuse collectors With Bin Lifts Grass cutting equipment Tippers Tar tankers Horticultural Equipment </td> <td> Minibuses Buses Cars Vans Miscellaneous mobile plant Miscellaneous fixed plant Trailers Arboreal Equipment Quad </td> <td> Motor Mowers Strimmers White Lining Equipment Gully Tankers Loading Shovels Snow Ploughs Snow Blowers Traffic Management Vehicles Road Repair Plant </td> </tr> </table>					Gritters Sweepers Refuse collectors With Bin Lifts Grass cutting equipment Tippers Tar tankers Horticultural Equipment	Minibuses Buses Cars Vans Miscellaneous mobile plant Miscellaneous fixed plant Trailers Arboreal Equipment Quad	Motor Mowers Strimmers White Lining Equipment Gully Tankers Loading Shovels Snow Ploughs Snow Blowers Traffic Management Vehicles Road Repair Plant
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Agricultural Equipment Weed spraying Equipment		
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15. To carry out research when necessary and to provide accurate and timely information.
16. To ensure that individual, team unit and corporate performance targets are met.
17. To ensure the health and safety of employees, visitors and self in accordance with the Council's Health and Safety policies.
18. To ensure that machinery, equipment and tools that are used are operated in accordance with manufacturers guidelines and any faults are reported.
19. To diagnose and repair of complex electrical systems and circuits from various manufacturers.
20. To diagnose and repair of complex hydraulic and pneumatic systems and circuits from various manufacturers.
21. Complete job cards and all associated documentation to allow the effective and efficient operation of the vehicle costing system.
22. Complete all inspection documents to ensure maintenance records are up to date and available.
23. Where applicable - To hold the responsibility MOT station vehicle testing operated by Northumberland County Council as AE (Authorised Examiner) under VOSA (Vehicle & Operator Services Agency) appointment as a NT (Nominated Tester) and hold relevant qualifications as required.
24. Where applicable - To carry out all duties and training in association with Nominated Tester as deemed by VOSA.
25. Make efficient use of parts, completing documentation as required to ensure compliance of Quality Assurance and with Best Value requirements.
26. Observe all Health and Safety at Work requirements, regulations and legislation at all times with regard to self, other staff and members of the public.
27. Participate in the team working environment and efficient delivery of services by the department.
28. Attend and fully participate in any and all training, arranged by and deemed necessary and appropriate to the post, by the Transport Manager.
29. During inspection or repair, report all defects to Workshop Manager.
30. Participate in service requests to work outside normal hours and standby requirements.
31. Observe all Health and Safety at Work requirements and regulations at all times with regard self, other staff and members of the public.
32. To be proactive in the application and retention of Corporate and Government applied standards.
33. To undertake various duties as required to ensure the efficient running of the vehicle workshop.
34. The duties and responsibilities highlighted in this Job Description are indicative and may vary over time.
35. Comply with Drivers Hours legislation (where applicable) & complete required documentation.
36. To under take alterations / modifications to vehicles including welding and fabrication work.
37. To attend breakdowns and complete on site dynamic risk assessments
38. To carry out LOLER examinations & complete relevant documentation
39. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:

Manual handling and heavy physical activity.

Transport requirements:

Involves travel to undertake urgent repairs and drive various HGV and other vehicles as required

Working patterns:

Normal standard hours but with a requirement to work outside these hours during busy periods.

Working conditions:

Need to work outdoors certain times of year to undertake site repairs or where there is limited depot space. Can involve work under arduous conditions

PERSON SPECIFICATION

Post Title: Workshop Technician		Director/Service/Sector:	Ref:
Essential		Desirable	Assess by
Qualifications and Knowledge			
NVQ Level 3 or equivalent in subjects relevant to Vehicle and Plant Maintenance Understands complex mechanical and electrical equipment. Completed Full Vehicle Apprenticeship.		Prepared to undertake specialist training. To hold a qualification MOT testing and VOSA LGV Inspectors Standard.	
Experience			
Experience in the maintenance of a vast range of fleet of vehicles and plant. Experience in Fleet Database Systems for recording labour, parts issues and stock. Experience in the use of computer based diagnostic systems.			
Skills and competencies			
Extensive experience of commercial vehicle operations. Understanding of VOSA standards and maintenance requirements with respect to operator licensing. Ability to undertake dynamic risk assessments. Ability to apply a methodical approach to fault diagnostics. Ability to work methodically and systematically to ensure consistent maintenance regime. Experience of light van and truck maintenance. Ability to work effectively with the minimum of supervision.			
Physical, mental and emotional demands			
Personable, Good communication skills, Adaptable and resourceful, Willing to learn, Decisive, reliable and responsive. Committed to customer care in dealing with a variety of clients at on-site locations. Ability to work well under pressure and to deal effectively with difficult situations Ability to work in difficult physical conditions indoors and externally in extremes of climate and during unsocial hours. Prolonged periods of concentration required.			
Motivation			
Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision.			
Other			

Must have a flexible approach to working hours and on occasion be willing to work irregular hours including evenings and weekends where circumstances demand. Full current Driving Licence. Large Goods Vehicle Driving Licence class C & E restricted (formerly class 2).

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits