Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Heavy Goods Vehicle Technician
Job Evaluation ID:	2935EN
Grade:	8
Directorate:	Corporate and Regeneration
Division:	Assets and Decarbonisation
Section:	Green Spaces and Transport Services
Location:	Tir- y -Berth Depot
Responsible to:	Workshop Controller

JOB PURPOSE

Inspect, repair and maintain the Council's fleet of vehicles, hired vehicles, plant and equipment. Undertake all mechanical, pneumatic and electrical repairs to Driver and Vehicle Standards Agency (DVSA), manufacturers standards and Council policies and procedures.

Work to the Schedule of Rates contract times and record documentation in line with Council procedures.

KEY RESULT AREAS

Effectively supervise the workshop team.

Carry out repairs according to customer requirements within the Schedule of Rates, timeframes and manufacturer and Driver and Vehicle Standards Agency (DVSA) standards ensuring limited vehicle / customer downtime.

Service and prepare vehicles for Ministry of Transport (MOT) or Plating tests. Ensure MOT test Pass rate is maintained above 90%.

Ensure all jobs, parts, costs are accurately recorded on the IT management system to maintain legal standards and efficient re-charging and billing flow through in a timely manner.

Provide high levels of customer care through the establishment of good working relations with user departments, external contractors / partners.

DETAILED TASK PROFILE

Supervision of the team

Monitor quality and quantity of work to enable minimum downtime of vehicles.

Monitor staff timekeeping, ensuring attendance logs are maintained and accurate to support management policies and controls.

Assist and support recruitment, selection and induction.

Assist and support regular performance appraisals (My Time and My Time Extra), personal development and training.

Mentor and develop the team, sharing knowledge and skills to develop and enable a supportive team environment.

Vehicle Repairs

Inspect, maintain and repair the Council's fleet of vehicles, including hired vehicles, plant and equipment. Undertake mechanical and electrical repairs to a good standard in line with the Driver and Vehicle Standards Agency (DVSA) Categorisation of Vehicle Defects, Guide to Maintaining Road Worthiness and Council policies.

Repair and maintain the Council's refuse vehicles, sweepers and gritting vehicles including all mechanical, hydraulic, pneumatic and electrical systems, in accordance with the manufactures recommendations and guidelines. Ensure all maintenance and repairs are carried out to a high standard minimising vehicle downtime and repeat faults.

Repair vehicles including hydraulics, electrics, pneumatics, body work and welding within Schedule of rates repair times and in the most efficient and cost effective manner.

Service and prepare vehicles for Ministry of Transport (MOT) tests ensuring any failures are investigated, taking steps to prevent reoccurrence. Ensure MOT test Pass rate is maintained above 90%.

Efficiently and effectively diagnose faults on chassis and body equipment for a range of vehicles quickly and accurately. Ensure appropriate authorisation is gained prior to commencement of repairs.

Required to give a reasonable estimated downtime of vehicles undergoing repairs.

Update clients and customers regarding repairs and progress; being polite and reassuring.

Drive vehicles up to 7.5 tonnes and HGV vehicles with appropriate license.

Responsible for the vehicles and plant you are repairing, and the security of vehicles when parking them in the yard when work is completed.

Maintain high levels of safety and housekeeping standards ensuring the workshop is kept clean, tidy minimising any risks that could cause harm.

Maintain a good working knowledge of workshop Health and Safety, Safe Systems of work and Control of Substances Hazardous to Health (COSHH).

Work within health and safety guidelines and have a responsibility for the health and safety of colleagues. Ensure the yard is kept safe and clear of obstructions.

Keep the workshop clean and orderly, and tools securely locked up when not in use.

Attend breakdowns and repair on site when able or recover vehicles to the depot.

Work within Schedule of Rates repair times.

Carry out reactive repairs and planned service work.

Service and repairs will be carried in the most efficient and cost-effective manner.

Work to Quality Manual standards and procedures.

Stock Control and Record Keeping

Ensure stock / parts items are appropriately managed, ordered and recorded as well as ensuring staff are booking and recording parts used. Communicate and liaise with suppliers and the Fleet Administration Team regarding any queries.

Ensure the Fleet Management IT systems are maintained on a day-to-day basis ensuring all jobs are recorded accurately with parts and times recorded for invoicing and recharging requirements.

Ensure all paperwork is completed in line with departmental procedures and Quality Standards and inputted into the Fleet Management system as soon as practicable.

Input and operate diagnostic and data storage systems.

Accurately complete job tickets on the Fleet Management system.

Update the daily job diary, monitor progress and finishing times.

Embrace new technology as it develops within the workshop environment for example touch-screen reporting.

Other Areas of Responsibility

Work with minimum supervision.

Actively seek to improve job knowledge inside your work area and identify any cost saving initiatives.

Work on a shift basis to cover workshop opening times.

Required to undertake relevant training which will enhance skills and knowledge. For example product related areas, health and safety.

KEY WORKING RELATIONSHIPS

Supervise and work collaboratively with colleagues and Workshop Controllers; giving and taking instruction and exchanging technical information to ensure all works are delivered efficiently and effectively.

Contact with clients and suppliers regarding technical and operational issues; providing information and explanations to ensure downtime is kept to a minimum.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

Day to day supervision for quality and quantity of work for up to 15 employees. Responsibility includes assisting with recruitment, selection and induction. Supporting performance appraisal (My Time and My Time Extra), personal development and training, welfare, grievance and discipline. Quality and quantity of work.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Responsible for the following:
Security of vehicles whilst under repair.
Tools and equipment being used.
Council vehicles whilst driving them.
Security of materials.

Data Systems

Shared responsibility and access for a number of software packages and data systems.

WORKING ENVIRONMENT

Working on vehicles in a workshop environment where potential hazards exist, for example uneven loads, sharp edges, vehicle movements.

Required to attend repairs at the roadside, being mindful of all traffic and highway conditions, in all weathers.

Repairs to vehicles will be undertaken in the yard when circumstances dictate and it's not feasible to get them into workshop.

Required to work inside the bodies of refuse vehicles to effect repairs with exposure to obnoxious conditions.

Required to carry out heavy lifting and work in dirty conditions

Required to participate in flexible working and be reactive to reduce downtime on vehicles.

Required to work on a shift basis covering workshop opening times.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	Yes
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Relevant Level 3 qualification on the Credit and Qualifications Framework for Wales. For example NVQ Level 3 Heavy Vehicle and Vehicle Fitting Competence. Electric Vehicle Level 3 or required to achieve in a timescale to be agreed following appointment. Qualified MOT Tester classes 4, 5, 7 or required to achieve in a timescale to be agreed following appointment.	Relevant qualification in management or supervision.
KNOWLEDGE	Extensive knowledge of commercial vehicle repairs, servicing and maintenance. Good knowledge of municipal vehicle repair and fault diagnostics. Good knowledge of HGV repairs and light commercials. Knowledge of DVSA HGV MOT inspection standards. Understanding of Health and Safety Standards in a vehicle maintenance setting.	
SKILLS	Good diagnostic skills using various equipment and product knowledge. Able to operate and maintain equipment and machinery. Able to work as part of a team. Ability to meet customer demands and standards. Able to work within restricted time schedules.	Welsh language skills. Ability to communicate effectively with clients and suppliers.

	ESSENTIAL	DESIRABLE
	Ability to converse with customers and update them on repairs and progress. Ability to make technical and operational decisions within the scope of the role. IT literate. Ability to supervise and lead a team.	
EXPERIENCE	Good proven record of working on HGV vehicles, light commercials and working with municipal vehicles.	Experience of undertaking welding and body repairs. Experience of supervising a small team.
OTHER	Full UK Category B (Cars) driving licence to drive Council Vehicles Full driving licence for vehicles weighing over 3.5 tonnes (3,500kg), Large Vehicles Category C or C+E or required to achieve in a timescale to be agreed following appointment.	

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	15/01/2025