

JOB DESCRIPTION

Post Title: Workshop Technician		Director/Service/Sector. Fleet Transport/Neighbourhood Services/Local services		Office Use			
Grade: Band 7		Workplace:		JE ref: 3575			
Responsible to: Workshop Supervisor		Date: April 2025	Manager Level	HRMS ref:			
Job Purpose: To undertake the efficient and effective maintenance of a wide variety of Vehicles and Equipment							
Resources Staff	Managing and mentoring the day-to-day supervision of Semi-Skilled and Apprentice Workshop Technician Staff, supporting development and progression in keeping with training bodies and Council expectations						
Finance	To ensure that servicing/maintenance and repairs are carried out with best practice and within budget to ensure cost effectiveness.						
Physical	Depot working with variety of specialised tools and heavy equipment. Use of complex Fleet Management System and Workshop Tablets. Emergency Response to cover front line vehicles and equipment operating outside of normal operating hours. Manage pressure while working to meet front line operations						
Clients	Local Services, Adult Services, Children’s Services, NFRS and Public Protection. Various external organisations and partnerships including Parish and Town Councils, Taxis Operators and members of the public.						
Duties and key result areas:							
1. Prepare all vehicles to M.O.T. (Ministry of Transport) and LGV (Large Goods Vehicle) Testing Station standards. 2. Undertake MOTs on class iv, v and vii vehicles as well as Hackney Carriage and Private Hire Cars. 3. Diagnose faults by road testing vehicles, visual inspection, by use of advanced computerised diagnostic software and any other method agreed by industrial standards. 4. Accurately identify & order parts, components and systems from manuals, diagrams, computerised documents and direct from vehicle/plant. 5. Professional approach to service/maintain and repair the full range of vehicles/equipment and plant within the County Council’s fleet to ensure the safety of drivers, operators and members of the public. Base types include: - But not limited to <table><tr><td>Gritters/powerd and towed Sweepers Refuse Collection Vehicles c/w with Specialised Bin Lifts Grass cutting Equipment powered and towed Tippers 3.5t to 18t Tar tankers Horticultural Equipment Agricultural Equipment Weed spraying Equipment</td><td>Minibuses/Buses Cars Vans Miscellaneous mobile Plant Miscellaneous fixed plant Trailers Arboreal Equipment Quad’s EV powered vehicles and Equipment</td><td>Motor Mowers Strimmer’s White Lining Equipment Gully Tankers Loading Shovels Snow Ploughs Snow Blowers Traffic Management Vehicles Road Repair Plant Hook Lift Forklift Tower Vehicle / MEWP</td></tr></table> 6. Provide excellent customer interface by adopting quality “first time” repairs in a timely manner. 7. Work to individual and team targets. 8. Ensure that machinery, equipment and tools that are used are operated in accordance with manufacturers guidelines and any faults are reported. 9. Diagnose and repair of complex electrical systems and circuits, hydraulic & pneumatic systems from various manufacturers. 10. Calibration of specialist equipment to conform to manufacturers’ specifications. 11. Complete job cards, inspection sheets and all associated documentation to allow the effective management of the fleet database.					Gritters/powerd and towed Sweepers Refuse Collection Vehicles c/w with Specialised Bin Lifts Grass cutting Equipment powered and towed Tippers 3.5t to 18t Tar tankers Horticultural Equipment Agricultural Equipment Weed spraying Equipment	Minibuses/Buses Cars Vans Miscellaneous mobile Plant Miscellaneous fixed plant Trailers Arboreal Equipment Quad’s EV powered vehicles and Equipment	Motor Mowers Strimmer’s White Lining Equipment Gully Tankers Loading Shovels Snow Ploughs Snow Blowers Traffic Management Vehicles Road Repair Plant Hook Lift Forklift Tower Vehicle / MEWP
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12. Where applicable – Hold the responsibility MOT station vehicle testing operated by Northumberland County Council as AE (Authorised Examiner) under DVSA (Vehicle & Operator Services Agency) appointment as a NT (Nominated Tester) and hold relevant qualifications as required.
13. Where applicable – Carry out all duties and training in association with Nominated Tester as deemed by DVSA.
14. Make efficient use of parts, completing documentation as required to ensure compliance of Quality Assurance and with Best Value requirements.
15. Observe all Health and Safety at Work requirements, regulations and legislation always with regard to self, other staff and members of the public.
16. Attend and fully participate in all training, arranged by and deemed necessary and appropriate to the post, by the Fleet Manager.
17. Participate in service requests and work outside normal hours and standby requirements on a voluntary basis for front line operational vehicles/equipment.
18. Comply with DVSA Operator Licence legislation (where applicable) & complete required documentation.
19. Undertake alterations / modifications to vehicles including welding and fabrication work and increased physical demands of manual handling of large components relating to Hydraulic and HGV Suspension systems.
20. Attend breakdowns during all arduous and hazardous weather conditions and complete on-site dynamic risk assessments.
21. Carry out LOLER examinations & complete relevant documentation.
22. Complete and authorise the maintenance records resulting in a comprehensive record of the vehicle condition and repairs to comply the Operator Licence legislation.
23. Prepare and present vehicles for their annual test to achieve first time pass rates.
25. Carryout diagnostics and servicing of EV vehicles following successful completion of Revamp City & Guilds Training course Adhering to Health and Safety procedures relating to High Voltage Vehicle Systems.
26. Manage/Supervise Semi-Skilled Technicians and Apprentices.
27. Where a detailed specification is not provided to determine the cause of the fault by testing mechanical / electrical components, then undertake the most cost-effective solution to remedy the detect. Where necessary seeking authorisation from Line Manager / Team Leader before proceeding.
28. Diagnose and maintenance of Air Conditioning Systems whilst adhering to strict Health and Safety protocols.
29. To have a sound working knowledge of health and safety legislation and safe working practices and ensure these are adopted when undertaking repairs.
30. The post holder can be multi-skilled and undertake many different aspects including mechanical, electrical, hydraulic, fabrication, welding, bodywork repairs, painting, pneumatic and plumbing circuits.
31. 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:
Transport requirements:
Working patterns:
Working conditions:

Manual handling and heavy/extremely heavy physical activity daily.
Involves travel to undertake urgent repairs and drive various HGV and other vehicles as required.
Normal standard hours but with a willingness to work outside these hours during busy periods to cover all front-line operational vehicles and equipment.
Required to work outdoors during all arduous and hazardous weather conditions throughout the year undertaking onsite repairs or where there is limited depot space.
Post involves a very high exposure to disagreeable, unpleasant or hazardous:

	- Environmental working conditions - People related behaviour Elements of the work involve: • Working outdoors with exposure to inclement weather • Work with potentially infectious materials within a confined space • Exposure to unpleasant smells • The risk of burns, abrasions and cuts • Working with some hazardous materials e.g., bitumen, pressurised liquids and refuse waste • Work at height on LGV (Large Goods Vehicle) and Plant
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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. Understanding of DVSA standards and maintenance requirements with respect to operator licensing. Undertaken theoretical and practical training relating to vehicle maintenance, safety, fault finding etc. City & Guilds Electric Vehicle maintenance (high volage) City & Guilds Air Conditioning systems A full driving licence for Vehicle Category B Experience in operating all vehicle mounted auxiliary equipment i.e., cranes, bin lifts, tail lifts		Prepared to undertake specialist training. To hold a qualification MOT testing and DVSA LGV Inspectors Standard Knowledge to operate the entire fleet that is used by the Authority. This requires the staff to have the experience to diagnose problems arising from reported faults. Training to use the range of vehicles vehicles/equipment safely (Point 5. Duties) and in accordance with H&S Policies. Training and awareness of safety restraint systems such as seat belt tension and air bag deployment equipment. IRTE (Institute of Road Transport Engineers) DVSA Tachograph Calibration, Installs and Repairs Technician Certification ECC Regulation 3821/85 DVSA and LGV MOT testing qualification, Inspector Standard. A full driving licence for Vehicle Categories:B+E, C1,C1+E, C, C+E, D1, D1+E,f,k,l,n,p	
Experience			
Broad experience in the maintenance of a range of fleet vehicles and plant, and in time and with training to cover the full range of vehicles within the County Council's fleet. Experience in Fleet Database Systems for recording labour, parts issues and stock. Experience in the use of computer based diagnostic systems. A proven record of continuous development of personal skills to keep abreast of vehicle technology. Experienced and trained in the use oxygen and acetylene burning and welding, as well as MIG and TIG welding. .		Knowledge to operate the entire fleet that is used by the Authority. This requires the staff to have the experience to diagnose problems arising from reported faults. Training to use the range of vehicles vehicles/equipment safely (Point 5. Duties) and in accordance with H&S Policies. Training and awareness of safety restraint systems such as seat belt tension and air bag deployment equipment Knowledgeable in the use of PDA Experienced within an HGV workshop environment Have worked in the Motor Vehicle Industry Experienced in replacement, repair and balancing of road vehicle tyres with the knowledge of legal requirement.	
Skills and competencies			

Decisive, reliable and responsive Ability to undertake dynamic risk assessments. Applies a methodical approach to fault diagnostics. Works methodically and systematically to ensure consistent maintenance regime. Works effectively with the minimum of supervision and under pressure. Ability to communicate with a wide range of clients, staff, suppliers and Test Centre staff. Ability to interpret users' verbal reports into mechanical solutions. Able to analyse mechanical symptoms and diagnostic data to solve maintenance problems. Utilise IT skills in dealing with Fleet Management and Workshop Tablet (PDA) tools Ability to mentor and supervise trainees and apprentices.	Skilled in the use of complex vehicle diagnostic tools and liaising with manufactures over complex electric/hydraulic/pneumatic vehicle systems. Use of the authorities Fleet management system and Workshop Tablet operations. Committed to continuous professional development of staff Committed to continuous vehicle replacement programme including the introduction of EV Fleet in line with environmental expectations. Good interpersonal skills with the ability to build excellent working relationships. Committed to undertake any necessary training to maintain competency of the role. The ability to prioritise and multi-task between routine and front-line repairs when required.	
Physical, mental and emotional demands		
The work is physically demanding and entails prolonged periods of concentration, standing, pushing, stretching, bending, lifting extremely heavy components and working in a constrained position, in, around and under a range of vehicles. There is some work at height and work is routinely out of doors in all weather conditions. Ability to deal with situations as they arise and act accordingly Working in a potentially hazardous environment Technicians must always remain aware of the health and safety risks and some tasks require prolonged periods of concentration. The work will place emotional demands upon a Technician to ensure operational readiness of the vehicles and equipment without potential to cause issue with staff and public.		
Motivation		
Adaptable and willing to work collaboratively as a team member, including participation in a range of cover and out of hours arrangements, including evening and weekend working. 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.		
Other		
Able to work out outside normal working hours, as an when required. Able to work unsupervised, as required.		

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.