

Role Profile

Job Title:	Commercial Vehicle Technician (Level 3)
Location:	Transport Services Oakleigh Depot
Directorate:	Customer & Place - Street Scene Service
Grade:	Grade H
Type of Working:	Onsite working
Reports to:	Workshop Manager

1. Job Purpose:

Transport Services manages the maintenance and repair of the council's vehicle fleet/plant/equipment, in accordance with legal regulations, lease company's and manufactures' standards and targets. The Commercial Vehicle Technician (Level 3) role is to support the Workshop Manager by undertaking the maintenance of the council's fleet, including third party and plant maintenance processes are carried out effectively to meet the services obligations, in a timely and cost-effective manner.

2. Key accountabilities:

- To assist in the delivery of an efficient and effective Transport Workshop Service, through the undertaking maintenance of the council's fleet, including third party vehicular and plant fleet maintenance, in an effective and safe manner. Duties include the individual's combined and effective use of skills, expertise, and the technical resources of the Transport Workshop, in respect of inspection, servicing and repair of vehicles, plant and their associated components, employing such skills and knowledge as may be required with due regard to ensuring the fleet is maintained in a legal and roadworthy condition.
- To assist in supporting of solutions that will enable the compliance with the council's operators' license, appropriate legislation, council's policies, and performance standards.
- Promote continuous improvement and 'right first time' culture, within the Transport Workshop team.
- The council's designated VOSA MOT Station Nominated Tester, responsible for undertaking MOT Tests (Class 4, 5 & 7).
- To assist in the provision of the day-to-day Transport Workshop administration and Fleetwave™ IT operational support.
- Provide effective support to the Environmental Services Manager Transport (ESM-T) through:

2.1 Inspect and test vehicles and plant (including Grounds Maintenance equipment) to Council's standards and criteria, in accordance with relevant legislation, as directed by the Transport Workshop management. Diagnose faults and repairs relating to all vehicles and plant including that necessary to pass legislative testing (MOT test), provide condition and maintenance reports orally and in writing.

2.2 Identify and report all potential faults or non-compliance affecting operational and roadworthy capability, notifying supervision accordingly.

2.3 Service and repair vehicles and plant (including Grounds Maintenance equipment) using appropriate equipment and other resources in a proper and safe manner to established standards and criteria, in accordance with relevant legislation, manufacturer's recommendations and training given, as directed by the Transport Workshop management.

2.4 Have required level of skill and knowledge of electric/hybrid vehicles with the required level of skills and knowledge to carry out repairs and diagnose faults on live high voltage vehicle electrical components and safety systems.

2.5 Knowledge of the dangers surrounding repairs carried out to live high voltage vehicle electrical components and systems.

2.6 Knowledge of public chargers and network

2.7 Knowledge of how analytical data is gathered, uploaded to a cloud, and analysed for the vehicle battery and subsystems' safety and performance.

2.8 Undertake as a Nominated Tester, MOT testing of Council and public vehicles up to and including Class 7 tests. Responsible for the following:

- Safeguard the Council from prosecution in relation to the Dept of Transport's Mot Testing regulations by operating within and to all regulations.
- Liaise with the public requiring MOT tests, recording booking requests, reporting verbally and in writing all defects found within the test, and managing complaints arising from the public in accordance with Council procedures.
- Securely retain a set of keys to the MOT Test safe and safety box at all times, safeguarding all legal Test documentation reporting immediately all missing embossing stamps and unused Mot test certificates.
- Process all payments for Mot tests, receiving either cash, cheque or bank card, checking accuracy of payment and receipt provided to the correct value, retaining all transactions and counterfoils in accordance with Council's procedures for handling payments.

2.9 Interpret and implement relevant technical service instruction(s), data and manufacturer's instructions within tasks undertaken.

2.10 Conduct off site inspections and repairs, provide roadside assistance and recovery of defective or damaged vehicles/plant, using suitable equipment.

2.11 Estimate the cost of repairs and recommend remedial action at the point of repair and any variation thereof on the job sheet, prior to undertaking the task, reporting costs to the Transport Workshop management. Undertake all tasks within the agreed or recommended maintenance and repair times.

2.12 Identify the need and specification for replacement parts through relevant catalogues and the Fleet Management System. Requisition appropriate parts in a timely manner that minimises vehicle downtime and verify all parts against the original specification upon receipt.

2.13 Manufacture and fabricate components and/or repairs, within the facilities available. Undertake all aspects of welding as required, where appropriate training will be provided within specific criteria.

2.14 Complete and verify all documentation as defined within the Council's and Transport Workshop procedures and ensure that all relevant local and councils' policies and procedures are complied with.

3. Leadership and Management:

Comply with the council's procedures and human resources policies, including code of conduct for employees, disciplinary, grievance, leave arrangements, equal opportunities, and work life balance by:

3.1 Responsible for the own day to day activities and workload, ensuring there is sufficient and appropriate cover to meet the demands of the Transport Service, maintaining high levels of discipline, moral and work standards.

3.2 To support staff, public and contractors in their transport related enquiries and provide continued support in accordance with the council's policies and procedures.

3.3 To manage own performance within the Transport team, developing appropriate performance indicators and develop weak/poor performance as required.

3.4 To assist the Workshop Chargehand in the delivery of Transport Workshop functions necessary to maintain a cost effective and value for money transport service.

4. Change and Improvement:

To undertake training and development opportunities and support staff to assist business continuity and succession management by:

4.1 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.

4.2 Deputise in the absence for the Workshop Chargehand or Vehicle Inspector and as requested by management.

4.3 Assist to develop a "right first time" culture and the Transport Workshop team's level of expertise, including technical knowledge, skills and performance through training and self-knowledge. as part of the services Continuous Improvement Plan.

4.4 Recommend improvements or modification that may be considered necessary to improve the vehicles' economic and safe operation.

4.5 Support the Workshop Manager in delivery of the monthly key performance indicators, cost projections and liaise with the Office Manager to provide accurate and timely management reporting.

5. Financial Responsibilities:

5.1 Responsible for the receipt of MOT tests and/or repairs cash transactions, checking accuracy of payment and receipt provided to the correct value, retaining all transactions and counterfoils in accordance with Council's procedures.

5.2 Approve cost estimates of repairs and recommend remedial action at the point of repair to the value of £150 and any variation thereof on the job sheet. Prior to undertaking the task, reporting costs to the Transport Workshop management.

6. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

6.1 Ensure the council's health & safety policies, procedures and relevant legislation, safe working practices are maintained in accordance with the Health and Safety at Work Act and the Council's Safety Policy.

6.2 Identify and report on the resources needed to meet the service area's obligations for health and safety matters, including the provision of equipment, PPE, and training.

6.3 To review methods of operation to ensure that they are operationally and economically viable and compliant with current Health & Safety legislation and regulations.

6.4 To wear as appropriate, all relevant protective clothing in accordance with the current Health and Safety Codes of Practice and risk assessments.

6.5 Responsible for working on own initiative whether working supervised/unsupervised and completing a risk assessment prior to lone working and operation of high-risk tasks, in accordance with Council's procedures.

6.6 Supervise and instruct junior staff and/or third parties allocated to assist in all aspects of Transport Workshop related to a programme of work or delivery of vehicles, equipment, or products.

6.7 Ensure cleanliness, tidiness, and safety within the Transport Workshop environment at all times.

6.8 Assist with the implementation of H&S local management arrangements, risk-assessment programmes, risk-control systems, and notification of these as appropriate to all workplace users.

6.9 Assist with the investigation and reporting of all workplaces related accidents and incidents and they are reviewed in a timely manner to minimise risk.

6.10 Assist the management team in ensuring the council is compliant with its legal and Health and Safety responsibilities relating to management of the Transport Services operations.

7. IT Systems

7.1 Raise job cards from defect reports as required, utilising the Chevin Fleetwave™ System and manual systems. Update the job card on commencement and on completion a task and/or by the end of each shift. Signing off the job card and initial each task verifying it has been fully completed or clearly indicate the repairs' current status and vehicle's usability status.

7.2 Identify the need and specification for replacement parts through relevant catalogues and the Chevin Fleetwave™ System. Requisition appropriate parts in a timely manner that minimises vehicle downtime and verify all parts against the original specification upon receipt.

7.3 Assist in the provision of routine and complex documents, records, and forms using various computer software including Excel, Word, Outlook, and Fleetwave™ and other software systems. Accurately record manual and computerised data to monitor the delivery of transport workshop services and contractor productivity against targets.

8. Other Responsibilities:

8.1 To support the ESM-Transport in the delivery of the council's operator's licence and appropriate legislation. Assist in maintaining legal records and supporting regular audits in compliance in respect to Transport Services operation, including but not limited to vehicle maintenance records, driver defect reporting, driver's hours, driver hours download and reporting, vehicle overloading and speeding audits.

8.2 To operate Transport Workshop (split shift) system 06.00 to 21.30, including weekend and Bank Holiday working on a rota basis, in accordance with the Council's operational requirements.

8.3 Requirement to be part of the Transport standby team to be available to cover out hours working, from Monday 21.30 to the following Monday 06.30, based on a minimum of one in nine weeks rota (including Bank holidays and weekends). Always ensuring operational cover at all times.

9. Staff Responsibilities: None

10. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

11. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

12. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	Commercial Vehicle Technician (Level 3)
Location:	Transport Services Oakleigh Depot
Directorate:	Customer & Place - Street Scene Service
Grade:	Grade H
Type of Working	Onsite working
Reports to:	Workshop Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
NVQ 3 or IMI 3 Heavy Motor Vehicle qualification or equivalent	Essential	Application/Interview
Proven work experience as an EV Technician or similar role for 1-2 years, with a specific focus on electric heavy trucks.	Desirable	Application/Interview
Qualified Commercial Vehicle Inspector (VOSA accreditation)	Essential	Application/Interview
Nominated Tester (VOSA accreditation MOT Class 4 to 7 testing)	Desirable	Application/Interview
Current vocational LGV Category C driving licence (HGV 2)	Desirable	Application/Interview
Forklift driving licence	Desirable	Application/Interview
Standard Secondary /Comprehensive Education (minimum) at least 'GCSE' level standard including English and Maths or demonstrable relevant experience	Essential	Application/Interview
Experience & Knowledge		
Accredited holder of appropriate vehicle maintenance product training including commercial vehicle inspection, maintenance, hydraulics and diagnostic skills in chassis cab and specialist body mounted equipment, with accreditation to intermediate standards in the following areas or the ability to achieve this within 12 months): Dennis and Mercedes Refuse Trucks Refuse vehicle bodies Johnston & Scarab sweepers Main manufacturers vans Mercedes Econic chassis cab IVECO chassis cab (ranging from 3.5 to 28 tonnes) Tail lift & crane equipment Terberg bin hoist equipment Agricultural/mechanical plant and telehandler equipment	Desirable	Application/Interview

Grounds maintenance (grass cutting), pedestrian, ride-on and trailed equipment EV Vehicles inspection, diagnostics, fundamentals and repair Loler lifting equipment testing		
Demonstrable experience of operating computer and manual based administrative systems including Excel, Word and Outlook to a basic standard.	Desirable	Application/Interview
Experience in transport workshop environment or operating within a team in transport logistics or an equivalent .	Essential	Application/Interview
Skill & Ability		
Intermediate welding skills and/or Motor Vehicle Electrical Skills to NVQ 2 standard or equivalent	Desirable	Application/Interview
Ability to be part of a standby team working from 21.30 to 06.30	Essential	Application/Interview
To assist in departmental performance and regulatory monitoring, etc.	Desirable	Application/Interview
Ability to learn new software packages quickly and thoroughly.	Essential	Application/Interview
A working knowledge of Chevin Fleetwave™ IT system (within 6 months)	Desirable	Application/Interview
Values & Behaviours		
Communicating and influencing		
Excellent verbal and written communication skills	Essential	Application/Interview
Demonstrable numeracy skills	Essential	Application/Interview
Demonstrable office administration skills	Essential	Application/Interview
Respecting others		
To support individuals and the team to ensure a collaborative and supportive work environment.	Essential	Application/Interview
Striving for excellence		
Basic IT systems experience whilst working in a transport related environment	Essential	Application/Interview
Ability to operate within strict Quality Control guidelines and ensure adherence by the in-house vehicle maintenance team	Essential	Application/Interview
Able to demonstrate a flexible approach in a busy working environment	Essential	Application/Interview
Willingness and ability to undertake training to meet the job criteria and develop individual strengths and minimise individual's weakness.	Essential	Application/Interview
To assist in the development of innovative methods of working.	Desirable	Application/Interview
Setting direction		
Ability to ensure work is completed to the required standard within timescales	Essential	Application/Interview

Ability to work split shifts 06.30 to 21.30 hours Monday to Friday. Provide standby cover on a1 in 9-week rota including weekends and bank holidays.	Essential	Application/Interview
Managing performance		
Ability to maintain Commercial Vehicle Technicians standard of performance within management KPI targets.	Essential	Application/Interview
Ability to work without supervision and work within a busy team environment	Essential	Application/Interview
Ability to develop own work plans and milestones to meet agreed targets.	Essential	Application/Interview
Ability to carry out internal audits and support management to monitor and manage staff performance. To ensure work plans and targets are attained.	Essential	Application/Interview
Knowledge of Health & Safety At Work Act, Operator Licence compliance, transport legislation and relevance to vehicle maintenance workshop/environment in order to operate within current guidelines.	Desirable	Application/Interview
Developing talent		
Support others to undertake training in the use of relevant transport maintenance systems, equipment and carry out basic fault diagnosis / troubleshooting.	Essential	Application/Interview
Team working		
Experience of working effectively without supervision, supporting staff, and working within a busy team environment.	Essential	Application/Interview
Cross Barnet working		
Ability to assist management and service users to enhance their service delivery.	Essential	Application/Interview
Knowledge and understanding of Council aims and values and how they impact on the transport role	Desirable	Application/Interview
External partnership working		
Experience of procuring goods and services from a range of suppliers.	Desirable	Application/Interview
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say, "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview

Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview