



## JOB DESCRIPTION

<b>Job Title</b>	:	Workshop Technician
<b>Department</b>	:	Service
<b>Division</b>	:	CTS
<b>Location</b>	:	Brackley
<b>Reporting To</b>	:	Depot Manager
<b>Benchmarking Code</b>	:	

### MAIN PURPOSE OF JOB:

The technician is responsible for carrying out all work to a high standard within this busy municipal workshop facility, ensuring adherence to vehicle maintenance and compliance regulations. The role will involve ensuring that all paperwork and Fleet management system is completed timely, accurately and to a high standard and to carrying out repairs, maintenance, servicing to vehicles as and when required.

### KEY RESPONSIBILITIES / ACCOUNTABILITIES:

- To ensure that all vehicles booked into the workshop have had all work completed, or have been re-booked as a re-visit repair (items considered safe to be used), before being returned to the customer.
- To complete all paperwork required for the task/ job completed and return this documentation to the workshop controller immediately on completion of the inspection/work.
- To ensure that the all ordered parts for jobs are correct for the work required.
- You will be required to assist other technicians with repairs when required. Along with completing the workshop controller's duties when required.
- Fully use the fleet management system (Fleetwave) as required.
- Adhere to SFS Health and Safety policies at all times.
- To ensure that the workshop and parking area are kept clean and tidy and that all customer/SFS vehicles are parked efficiently and ensure that the walkways are kept clear at all times. All vehicles when parked outside are to be locked and keys kept secure at all times.
- To ensure that all equipment being used by you and other staff is in a safe condition to be used. Ensure that all equipment is only used for the task it was designed for and is returned to the correct place of storage after use. You must report any failures in operation of the equipment to the workshop controller.
- To attend vehicle breakdowns on site as and when required, (a workshop vehicle/van will be provided).
- Ensure that NO vehicle is returned to the customer, unless it is safe to be returned for their use.
- To create and maintain a professional relationship with SFS staff, customers and suppliers.
- A flexible approach must be maintained in all work duties, in order to provide adequate cover to service the workshops and customers' requirements.
- Any reasonable ad-hoc duty as required.

### Essential Skills

- A full clean HGV driving license category C required as a minimum.
- As a minimum 5 years' technical experience on municipal vehicles (e.g. refuse, sweepers, etc)
- Technical experience on vehicle electrical systems (12+24 volts), hydraulic and pneumatic systems
- Evidence of qualifications and training in the following areas: - recognised time served on an apprenticeship scheme, DVSA vehicle inspection course, municipal vehicle manufacturing training.
- Understanding of Health & Safety rules and regulations.
- An ability to work independently and as part of a team.

### Desirable Skills

- Attention to detail.
- IT skills with knowledge of MS office systems.
- Organization skills with ability to multitask and priorities deadlines.

<b>COMPETENCIES, BEHAVIOURS &amp; PERFORMANCE MEASUREMENTS</b>	
<b>COMPETENCY</b>	<b>LEVEL (Core, Progressive, Expert, Advanced)</b>
COMMERCIAL THINKING	Core
ADAPTING TO PRESSURE & CHANGE	Progressive
DELIVERY OF RESULTS	Core
CUSTOMER FOCUS	Core
COMMUNICATION	Core
TEAMWORK	Progressive
DEVELOPING SELF AND OTHERS	Core
LEADERSHIP	Core
<b>CONDUCT RISK</b>	
<ul style="list-style-type: none"><li>▪ Understand how the principles of conduct risk impact on the processes and procedures within your role</li><li>▪ Treat customers fairly by ensuring all communication to an individual is clear, fair, jargon free and that all of their questions are answered by providing full information; enabling someone to make an informed decision</li></ul>	
<b>INDIVIDUAL CONDUCT RULES</b>	
<ol style="list-style-type: none"><li>1. You must act with integrity</li><li>2. You must act with due skill, care and diligence</li><li>3. You must be open and co-operative with the FCA, PRA and other regulators</li><li>4. You must pay due regard to the interests of customers and treat them fairly</li><li>5. You must observe proper standards of market conduct</li></ol>	