

Transport Services

Advanced Engineering Technician Job Description and Person Specification

September 2016

Job Description

Job Title:	Advanced Engineering Technician
Department:	Civic Pride
Function:	Transport Services
Team:	Workshop
Post number:	
Grade:	LBR08
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Ley Street Depot
Reports to: <i>Job title</i>	Service Manager
Responsible for: <i>Job titles of direct reports</i>	<p>Advising the Service Manager of changing technical issues as they relate to the fleet operation, as such a requirement for on-going creative and innovatory thinking is required to meet the challenges</p> <p>No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion</p>
Role purpose and role dimensions: <i>Overview of the job</i>	<p>Professional Advanced Engineering Technicians who can demonstrate by continuous personal development that they are leading their field of technical expertise. The usual method of assessing that capability is by means of holding a Licensed qualification that is renewed every 5 years</p> <p>Responsible for the full range of advanced technical fault-finding / assessment, maintenance and repair of the Councils vehicles plant and equipment or any other vehicle presented to the Councils workshop.</p> <p>The post holder will be required to attend roadside breakdowns and undertake roadside repairs</p> <p>Advanced Engineering Technicians contribute to the design, development, manufacture, commissioning, operation or maintenance of products, equipment, processes or services.</p> <p>This advanced professional qualified role, requires the post holder to take responsibility for ensuring the safety and roadworthiness of the Councils vehicles / plant and equipment or any other vehicle presented to the Councils workshop. The post holder will be required to have an in-depth knowledge, skills and abilities in the areas listed below, contributing to the design, development, manufacture, commissioning, operation or maintenance of products, equipment, processes or services with an on-going regular creative / innovatory thinking in the resolution and handling of complex issues.</p>
Key external contacts: <i>Organisations</i>	Members of the public, representatives of companies whose vehicles / plant items are or maybe in the workshop for repair.

Key internal contacts: <i>Job titles or groups of staff</i>	All council staff
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Identify problems and apply advanced diagnostic methods or computer equipment to identify causes and achieve satisfactory solutions; Identify, organise and use resources effectively to complete tasks, with consideration for cost, quality, safety and environmental impact.
Key areas for decision making:	<p>Working mainly within the workshop at Ley Street Depot, the role is subject to intense physical effort in disagreeable conditions, with attendant danger. As there is a requirement to respond to roadside breakdowns, the post holder will be expected to work in inclement weather, with attendant danger and possess appropriate licences(s) for roadside recovery, tyre and wheel changing, and driving Heavy Goods Vehicles (HGV), Passenger Carrying Vehicles (PCV) and any other licences associated to the maintenance and repair of plant and equipment</p> <p>As directed by the Service Manager or Team Leader, undertake advanced fault finding and diagnostic testing to enable efficient repair and maintenance of vehicles. This will include electric / electronic systems, hydraulics, pneumatics, fitted to a range of specialist vehicles, especially those with lifting equipment (goods and passenger), air conditioning systems fitted to refuse and road sweeper, busses and coaches, plant and mowing machines, tractors and vehicles carrying refuse or clinical waste products</p> <p>Advanced Engineering Technicians must be competent throughout their working life, by virtue of their education, training and experience, to respond to new legislation and adapt services as necessary to meet new challenges, and share this knowledge by mentoring other colleagues</p>
Other considerations: <i>E.g. working patterns</i>	<p>The vehicle workshop is currently staffed on a rota basis from 06:00 to 22:00 Monday to Friday and from 06:00 to 18:00 on Saturdays, although this could change in future. Flexibility is therefore required in relation to your working hours and days, and due to business needs this may be required at short notice.</p> <p>You should also be prepared to participate in a standby call out rota, which could require you to work hours outside of those stated above, including occasional Sunday working.</p> <p>Appropriate allowances and enhancements will be paid in accordance with the Council's 'Guidance on Pay Allowances and Enhancements' document.</p>

Key accountabilities and result areas:	Key elements:
Standard of Work	<p>Accountable for any risk associated with the repair or maintenance carried out by the post holder to any vehicle or item of plant</p> <p>Responsible and accountable for the completion of all services and repair records to vehicles assigned to the post holder in line with legislative requirements.</p> <p>Use effective communication and interpersonal skills. This includes the ability to: Use oral, written and electronic methods for the communication in English of technical and other information;</p>

	<p>This will involve: Accept, allocate and supervise technical and other tasks. Mentor apprentices and other staff advising good practice or latest repair / diagnostic techniques</p> <p>To inspect, maintain, service, diagnose, repair and adjust vehicles / plant and their associated components and systems in a safe and economical manner employing such skills and knowledge as may be required to current Road Transport and Health & Safety legislation and policies</p> <p>Observe, recognise, diagnose and report on defects or symptoms of impending failure on vehicles and plant and their associated components and systems. Interpret and implement relevant service and repair data and instructions, technical bulletins and manufacturer's modifications.</p>
	<p>This will involve: Hold a qualification to Inspect, fit and balance vehicle tyres and carry out puncture and other minor repairs Hold a qualification to complete Ministry of Transport (MOT) Testing classes 4,5 & 7 Hold a qualification to calibrate tachograph equipment Complete repairs to hydraulic systems Complete specialist and general welding (gas, arc, mig, plasma) brazing and soldering Undertake general engineering work and fabrication, including gates and other street furniture</p>
	<p>This will involve: Respond to call outs, carryout roadside repairs of vehicles following breakdowns, liaising with emergency services as necessary and advising members of the public To drive, deliver, collect, road test and present for testing all vehicles to Heavy Goods Vehicle (HGV), Passenger Carrying Vehicles (PCV), light commercial, including plant and machinery As and when required, oversee bulk fuel deliveries and ensure safe / correct storage of fuels and associated products</p>
	<p>This will involve: Ensure that all necessary protective clothing/footwear/devices are used for work in hand and that all work procedures are in accordance with engineering best practice and Health & Safety policies</p> <p>Responsible for the proper and safe use of cleansing chemicals and associated products used within the workshop, ensuring correct storage and disposal of waste oils and products, cleaning any spillages in the immediate work area</p>
	<p>This will involve: When required, secure and unlock workshop When required, obtain parts and other products from Transport Stores or elsewhere, completing the necessary records of issue</p>
	<p>This will involve: Participate in early/late duty cover rota, working within the period 6 am to 10 pm, and weekends as required</p>
General accountabilities and responsibilities	

Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services. • Work effectively with colleagues, customers, suppliers and the public. Manage and apply safe systems of work;
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Advanced Engineering Technician		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<p>Hold Parts 1,2 and 3 City & Guilds Motor Vehicle Craft Qualification or equivalent</p> <p>Hold a full category C or D driving licence, Reasonable adjustments will be considered for disabled candidates</p> <p>Hold an IRTEC Licence or equivalent</p>	AI	3
Minimum experience/ knowledge/ skills:	<p>Numerate; Accuracy with numbers and other information.</p> <p>Literate; Communicates in a manner that is clear, fluent, and concise.</p>	AI	3
Minimum behaviours: Customer service	<p>Be aware that this role contributes to the customer experience for both internal and external customers visiting the transport workshop</p> <p>Deal with customers and external suppliers both in person and using the telephone in a professional manner.</p>	AI	2
Communicating and influencing others	To promote best practice	AI	2
Working together	Team Working	AI	2
Analysis and judgement			

Driving improvement			
Adaptability			
Leadership and managing people <i>(for those with line management responsibility)</i>			
Strategic perspective <i>(for senior management posts)</i>	<p>This post has been designated as safety critical, in accordance with the Council's Alcohol, Drugs and Substance Misuse Policy. Employees in designated Safety Critical roles are prohibited from consuming alcohol at any time during their normal working hours, including breaks and when on-call.</p> <p>Additional arrangements will apply to employees in designated Safety Critical Roles in the Transport department, including random drug / alcohol testing for cause and post incident testing.</p>		
Special conditions:			
Signature of Employee:	Name:	Date:	