

# Job Description & Person Specification

<b>Job Title</b>	HGV Technician
<b>Division/Location</b>	Norse Highways / Hethersett Depot
<b>Reporting to</b>	Workshop Supervisor
<b>Weekly Hours</b>	40 Hours Per Week, Monday to Friday
<b>Grade/Salary</b>	£35,373.60

<b>Job Description</b>
<p><b>The Role:</b></p> <p>To ensure that vehicles, plant and specialist vehicles/ equipment are serviced, maintained and repaired in accordance with fleet procedure and European and British standards (O licence, DVSA, manufacturers) to give an efficient and cost-effective service to the Department.</p>
<b>Main Responsibilities</b>
<ul style="list-style-type: none"> <li>• Servicing and repair of vehicles and plant/equipment to a professional standard as per workshop procedures to ensure that vehicles/plant/equipment are fit for purpose and meet any appropriate legislation requirements e.g., O license, DVSA, Quality Assurance etc</li> <li>• Legal documents, job cards and any other appropriate document is completed as required in line with appropriate standards and deadlines. This will ensure that vehicles and equipment can be used as fit for purpose and all costs are charged correctly.</li> <li>• To monitor personal use of parts making sure parts are ordered in timely fashion using the established team structure/processing, ensuring that parts are available when needed to minimise vehicle/equipment downtime.</li> <li>• Ensure work is carried out efficiently and in a timely manner to minimise vehicle downtime and maximise workshop income. To meet operational requirements and Fleet team downtime KPI's all of which are essential to the NFRS and winter service.</li> <li>• Attend breakdown and callouts within the working day and as part of emergency duty roster outside the working day to ensure the fleet is kept operational to give maximum availability. Working to deadlines to ensure that the fleet is operational to provide the necessary responses.</li> <li>• Fault diagnose, test and maintain a diverse range of electronic controls, electrical circuits and other electrical equipment using specialist knowledge of electrical equipment so that equipment is fully operational, meets CES standards for quality and downtime is minimised.</li> <li>• Responsible for the recovery of vehicles and equipment from the site (either highway or emergency) to ensure assets are recovered safely and then repaired ready for re-use.</li> <li>• Ensuring good customer relations with colleagues, other customers, suppliers and other partner organisations. To give users of the fleet service confidence, knowledge and understanding of the safe use of plant and vehicles.</li> </ul>
<p><b>Other Duties</b></p> <p>The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.</p> <ul style="list-style-type: none"> <li>• Demonstrating personal commitment to the Norse Way CSR Strategy.</li> </ul>

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	City & Guilds certificate in Motor Vehicle Craft Studies, (light and heavy vehicles), or NVQ equivalent in Motor Vehicle Studies, (light and heavy vehicles)	Essential	AF
	Full clean LGV category C Driving Licence	Desirable	AF/I
	Electrical fault finding and diagnostics on motor vehicle systems	Desirable	AF/I
	Electric arc and gas welding	Desirable	AF/I
	Clean Licence category C + E	Desirable	AF/I
	Knowledge of Health and Safety and ability to promote best practice as an individual and for others	Essential	AF/I
	IRTEC certificate of competence heavy vehicles mechanical/electrical	Desirable	AF
<b>Experience</b>	Proven experience of working within a commercial workshop.	Essential	AF/I
	Vehicle servicing, inspecting, diagnosing, repairing experience.	Essential	AF/I
	Maintaining a range of vehicles including LGV class 3 Licence and DVSA Standards	Essential	AF/I
<b>Skills/Abilities</b>	Self-motivated	Essential	AF/I
	Good time management skills	Essential	AF/I
	Ability to work within the confines of the Health & Safety at Work Act 1974	Essential	AF/I
	Ability to quickly diagnose complex faults, whilst operating in field conditions, away from the workshop environment	Essential	AF/I
	Must be able to work on own initiative and make correct judgement whilst operating under pressure	Essential	AF/I
	Able to make economical use of limited		

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	resources	Essential	AF/I
<b>Other Requirements</b>	Willingness to work towards personal development plan	Desirable	I
	Full UK driving licence	Essential	

## General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

### Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

**Quality** – We will focus on the delivery of high standards in all that we do.

**Innovation** – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

**Respect** – We will aim to listen and fully understand what is required of us by the people, organisations, and communities with which we work.

**Trust** – We will be transparent, accountable and take ownership of our responsibilities

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