



## JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

### HMI CATEGORY CODE:

**DIRECTORATE:**

Resources

**AREA/DEPT:**

Corporate Assets

**FAU:**

**SECTION:**

Vehicle Fleet

**JOB TITLE:**

**VEHICLE TECHNICIAN**

**REPORTS TO:**

Fleet Maintenance Supervisor

**CURRENT RANK/GRADE:**

**E**

**DATE:**

June 2020

### 1. **JOB PURPOSE:** (Briefly state your job's overall objectives. To.....")

To maintain and repair a specialist fleet of police vehicles efficiently and cost effectively thus meeting all Force and legislative requirements

### 2. **PRINCIPAL ACCOUNTABILITIES:**

(Describe the important end results you are expected to achieve).

- a) Support the Fleet Maintenance Officers to maintain the delivery of an effective and efficient service.
- b) Accurately determine the serviceability of all vehicle components, mechanical, electrical and hydraulic; using industry recognised tools and equipment.
- c) Repair vehicles ensuring multiple manufacturers' repair instructions, specific methods and techniques are adhered to. Service vehicles, accurately follow the 'end to end' process for each manufacturer's warranty process.
- d) Visually inspect and road test vehicles, interpreting feedback from the vehicle's correct function.
- e) Diagnose and rectify electrical faults accurately, using high and low technology electrical test equipment to ensure they achieve minimum (or exceed) vehicle manufacturers' standards.
- f) Accurately record obtained measurements and data on completed work, compiling technical reports where necessary.

- g) Maintain high technology test equipment to configure / reconfigure the appropriate system correctly.
- h) Read, interpret and analyse wiring diagrams, making use of interactive guides available from various manufacturers' diagnostic equipment and web-based mediums.
- i) Carry out pre-use checks on all vehicles, tools & equipment.
- j) Prioritise and plan work, ensuring continuous understanding of the wider Police activity. Make decisions to assess potential impact on local delivery.
- k) Transfer knowledge and skills to apprentices / less technical staff to ensure continued development of staff..
- l) Accurately complete all legal documentation relating to your role on 'E' platforms, providing accurate explanations for all work carried out detailing concern, cause & correction.
- m) Take responsibility for continued professional development and keep up to date with relevant standards and legislation.
- n) Accountable for all Health and Safety issues, including risk assessment, pertaining to the post holder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.

### **3(a) KNOWLEDGE AND EXPERIENCE:**

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Postholder must have NVQ Level 3 in Vehicle Mechanical & Electronic Systems Light and/or Heavy Vehicle or equivalent or significant relevant experience within the motor vehicle repair industry.

Must have knowledge of vehicle systems and various repair methods. Must have knowledge and ability to working on a wide range of manufacturers vehicles.

Post holder must have the ability to undertake a range of vehicle body repairs, to include panel and component replacements for both light and heavy vehicles.

Must have knowledge of additional police warning and communication systems, high technology surveillance equipment fitted.

Specific vehicle conversions and unique specialist on board equipment.

Must have knowledge of all vehicle manufacturers' vehicle warranty processes. Must have knowledge of vehicle diagnostic systems and methods and ability to use manufacturer specific diagnostic equipment and diagnostic reporting. .

HGV repair and maintenance experience is required. Must have knowledge of all vehicle platforms and operating systems including mechanical, hydraulic and electrical systems for light and heavy goods vehicles.

Must have sound manufacturer product training and attend manufacturers specialist courses as and when required to ensure up to date knowledge is maintained.

Department Vehicle Standards Agency Nominated Tester..

Must have DVLA licence with Category B C1 & D1 / C or C+E driving categories.

Must have knowledge of Health and Safety in Motor Vehicle Repair and Associated Industries. Awareness of general risk assessments, COSHH regulations and Health and Safety regulations, pertinent to the vehicle maintenance industry.

Must have knowledge of all maintenance and repair procedures, the measured tools and calculations required and the ability to make professional decisions on serviceability of all safety related items.

Must have knowledge All workshop tools, machinery and equipment and a full understanding of its intended use and calibration requirements.

Must have knowledge of vehicle examination processes for maintenance and repair in line with police policy and Vehicle Standards Agency

Must have effective communication and interpersonal skills, with the ability to communicate and engage with staff and officers at all levels regarding vehicle maintenance and repairs.

Must have a methodical and thorough approach and ability to prioritise workload according to conflicting demand. Must have effective decision making based on sound judgement. Must be able to work well equally alone or as part of a team.

**3(b)** (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

#### **4. RELATIONSHIPS:**

**(a) Supervisory responsibilities:**

Will be required to support, advise and coach junior / Vehicle Technician Apprentices.

**(b) Supervision Received:**

Accountable to the Fleet Maintenance Supervisor but is expected to work on their own initiative, and prioritising their own workload.

**(c) Other Contacts:**

**(i) Within Merseyside Police:**

Daily contact with Fleet Services Logistics Officer, Service Advisors and Specialist Drivers regarding the availability and transport of vehicles in relation to maintenance and repair.

Daily contact with Fleet Supplies Officer and Assistant in relation to supplies for the maintenance and repair of vehicles.

Daily contact with all vehicle users on vehicle related matters

**(ii) Outside Merseyside Police:**

Daily contact Contractors, Manufacturers, Repair Agents, Technical Managers regarding vehicle specifications and repairs.

#### **5. CONTEXT:**

**(a) Operating Environment:** (Services provided, work patterns, who are the customers).

Postholder works within a 7 day shift rota, operating between the hours of 7am and 7pm providing supervision to a 7 day fleet maintenance & repair dept. Work flexibly to meet the shifting demands of the user base.

Maintain covert and specialist fleet within Fleet Services' specialist workshop by providing efficient scheduled and unscheduled maintenance repairs on the vehicle fleet.

Reduce vehicle maintenance costs and maximise fleet availability by ensuring repairs on the vehicle fleet are timely and necessary.

Carrying out Vehicle Maintenance and Repairs to a senior level

Accurately diagnose faults timely.

Completion of work assigned in a timely manner, to both company and manufacturer standards

To ensure the company image of professionalism and quality of service is maintained at all times

Support, advise and coach junior/apprentice technicians

- (b) **Framework *and Boundaries*:** (Policies and procedures which affect you and how these can be changed).

Corporate policies & procedures relating to fleet services.

Health & Safety at Work Act

Provision and Use Work Equipment Act

Lifting Operations and Lifting Equipment Regulations 1998

Road Traffic Act

Construct & Use Reg's

Industry Codes Of Practice

- (c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

**6. DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

**Financial:** £2 million Overall Repair Budget

**Staff:** N/A

**Other:** Maintain up 1000 force vehicles from a single site location

**7. JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

Keeping abreast of vehicle technologies from a diverse range of vehicle manufacturers.

Understanding, diagnosing & repairing role conversions on police vehicles.

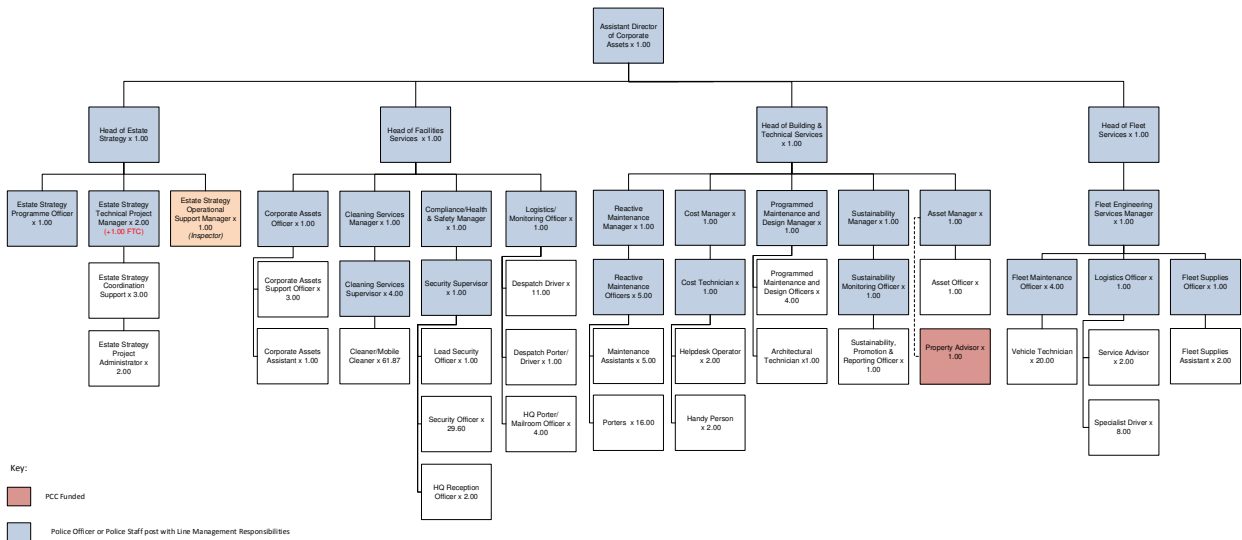
Escalating workloads due to arduous use, increasing mileages and frequent damage.

8. **ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. **ORGANISATIONAL STRUCTURE:**

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. **AGREEMENT OF QUESTIONNAIRE CONTENT:**

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn