



STATES WORKS

MASTER VEHICLE TECHNICIAN

PSE GRADE G

+ LEAD RATE

JOB DESCRIPTION

THE DIVISION:

States Works is one of the States of Guernsey Trading Assets responsible to the States of Guernsey through the States Trading Supervisory Board. The Trading Asset provides a wide range of municipal, maintenance and emergency support services to the States of Guernsey and private clients. The Division's workforce number approximately 230, with a turnover in excess of £15 million per annum.

MAIN PURPOSE OF ROLE:

Master Vehicle Technicians undertake a diverse range of operational activities within a stores, fleet and garage environment. This includes undertaking a wide spectrum of mechanical maintenance and repair services to equipment ranging from private cars to light and heavy commercial and specialist vehicles. The role requires knowledge of complex engine management and control systems.

The post-holder's primary role is to provide leadership and direction to a small team of trained operatives in a customer focused environment. This involves overseeing and distributing the workshop allocation of maintenance and repair work to the team in a fair, safe, effective and efficient manner. He/she will be expected to maintain excellent communication channels with the customer base, clients and the general public, whilst mentoring and coaching the team and apprentices ensuring training and development needs are met.

Due to the diversity of the work and services States Works provides, Master Vehicle Technicians are required to demonstrate a flexible approach towards working and working hours, and occasionally perform work outside their usual duties but commensurate to their pay grade.

RELATIONSHIPS

Master Vehicle Technicians are responsible to the Manager – Stores, Fleet and Garage. He/she is required to work closely and liaise in an efficient and effective manner with colleagues, members of the public, contractors and suppliers. Master Vehicle Technicians have supervisory and guidance responsibilities for a team of operatives.

MAIN DUTIES AND RESPONSIBILITIES:

1. To ensure repairs, routine maintenance and scheduled servicing is undertaken in accordance with agreed manufacturers requirements and target times, ensuring job history is appropriately recorded and updated with regard to parts used, work done and any observations. Recommendations for items requiring attention to be recorded on the job tickets and reported.
2. Ensure that requirements for parts ordering is communicated efficiently with the Customers Services Team.
3. To monitor productivity ensuring that work is progressed effectively and records accurately maintained to provide informative work history, aid timely invoicing and unnecessary downtime.
4. Distribute planned and unplanned work in a fair and appropriate manner, with due regard to employee competency levels.
5. To assist the manager in the identification of staff training and development needs, with particular emphasis on coaching and mentoring apprentices/improvers. This all in accordance with agreed training programmes.
6. Ensure unscheduled and emergency repairs are completed in a timely manner and where necessary prioritising critical assets.
7. Provide technical advice to mechanics and inform the manager as required of any potential issues or business processes needing remedial attention.
8. To proactively promote Ideas for improved efficiency and effectiveness of the businesses operational activities with the manager.
9. Ensure all work under the businesses control conforms to States Works quality standards including compliance with Health and Safety statutory requirements and regulations. This includes the preparation and implementation of Risk Assessments, Method Statements and Safe Systems of Work, where necessary supporting such documentation by means of toolbox talks and appropriate safety audits.
10. To strive to meet client expectations particularly with completion of works in a timely fashion and ensuring the highest quality of workmanship is always delivered. Making certain customers are notified of the cost of repairs, additional costs and any potential time overruns.

11. To deputise for the Manager, Stores, Fleet and Garage in his/her absence.
12. To be prepared to participate in a call out team providing an out of hours' response to break downs and emergency calls.
13. To carry out ancillary duties associated with the Stores, Fleet and Garage section, as directed by the Section Manager.

KEY CRITERIA:

ESSENTIAL

1. Be in possession of an appropriate automotive qualification and/or be time served with extensive automotive knowledge and experience.
2. Knowledge of maintenance of light and heavy commercial vehicles, small tools, plant and equipment. Heavy plant knowledge will be advantageous.
3. Knowledge and experience in the use of bespoke Fleet Management Programs, Servitor and MS Office software, particularly Outlook, Word and Excel.
4. Good verbal and written communication skills.
5. Confidence and diplomacy in dealing with work colleagues, internal and external customers, suppliers and contractors. With an ability to be assertive and able to deal with interpersonal conflicts.
6. The ability to produce quality work under pressure, to prioritise workloads and meet agreed deadlines.
7. Knowledge and experience of diagnostic equipment and complex engine management and control systems.
8. Self-motivated with drive and enthusiasm and a flexible approach to working practices and implementing change when required.
9. Willingness to undertake training as and when required.
10. To participate in a formal call out system.
11. Hold a minimum of a valid Category 'B' driving Licence.

DESIRABLE

12. Hold a valid category 'C' driving licence.
13. Experience in providing supervision or line management to staff.

KEY COMPETENCIES

LEADERSHIP

- Keep up to date with issues relating to business and technical advances and actively seek out and share experience to develop understanding and knowledge of own work and of team's business area.
- Effectively capture, utilise and share customer insight and views from a diverse range of stakeholders to ensure better service delivery.
- Draw together and present reasonable conclusions from a wide range of incomplete and complex evidence data – able to act or decide even when details are not clear.

TEAMWORK

- Promote the work of the business and play an important part in supporting the public service values and culture.
- Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible.
- Value and respond to different personal needs in the team using these to develop others and promote inclusiveness.
- Confront and deal promptly with inappropriate language or behaviour, including bullying, harassment, discrimination and other disciplinary matters.

ACCOUNTABILITY

- Monitor the use of resources in line with organisational procedures and plans, hold team to account.
- Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money.
- Act as a role model in supporting and energising teams to build confidence in their ability to deliver outcomes to the required level of quality or standard.