



STATES WORKS

VEHICLE TECHNICIAN

PSE GRADE F

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.

JOB SUMMARY:

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 core activity is maintaining and repairing a wide range of vehicles and plant types within a customer focused environment to meet the requirements of the businesses clients in a safe, effective and efficient manner.

Due to the diversity of the work and services States Works provides, 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:

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. 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 target times, ensuring job history is appropriately recorded and updated with regard to parts used, work done and observations. Recommendations for items requiring attention must also be recorded on the job tickets and reported.
2. Carry out scheduled and emergency repairs ensuring critical assets are turned around in a co-ordinated, timely and effective manner.
3. Complete work tickets to reflect actual time taken versus target time and to ensure closure of work is undertaken in a timely manner.
4. Support colleagues and assist in developing, mentoring and coaching apprentices/improvers and provide technical advice to the management team as required.
5. To adopt a commercial approach to service delivery with a view to achieving your allocated objectives in the most economic and efficient manner. This with due consideration to providing the highest levels of customer satisfaction and engagement.
6. Ensure all works under your control conform to appropriate quality standards and regulations and are undertaken in accordance with current health and safety legislation. This includes ensuring risk assessments, method statements and safe systems of work are adhered to.
7. To undertake vehicle health checks and prepare condition reports, where necessary assessing on the appropriateness of repairs based on the cost of those repairs against the value, age and condition of the asset concerned. Where necessary seeking authorisations from management and/or clients to proceed with repairs.
8. A willingness to undertake training, particularly manufacturer specific, where required.
9. To be part of a call out team as part of the businesses emergency response call out team.
10. 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. Good verbal and written communication skills.
4. Confidence and diplomacy in dealing with work colleagues, internal and external customers, suppliers and contractors.
5. The ability to produce quality work under pressure, to prioritise workloads and meet agreed deadlines.
6. Knowledge and experience of diagnostic equipment and complex engine management and control systems.
7. Self-motivated with drive and enthusiasm and a flexible approach to working practices and implementing change when required.
8. Willingness to undertake training as and when required.
9. To participate in a formal call out system.
10. Hold a minimum of a valid Category 'B' driving Licence.

DESIRABLE

11. Hold a valid category 'C' driving licence.
12. Knowledge and experience in the use of bespoke Fleet Management Programs, Servitor and MS Office software, particularly Outlook, Word and Excel.

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.