**Job Description**

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| **Business Area** | Fleet |
| **Post Title** | Apprentice Vehicle Service and Maintenance Technician |
| **Grade** | Apprentice NLW |
| **Reports To** | Fleet Manager  (Daily supervision from Workshop Controller) |
| **Date of Issue** | Feb 2025 |

**Job Purpose**

Responsible for assisting and supporting the routine maintenance and repair of a wide variety of vehicles to DVSA standards. With support, the apprentice will make sure vehicle defects are checked and rectified using the latest technology and diagnostic equipment.

The post holder will undertake one of two apprenticeship standards dependants on their work location:

* Motor vehicle service and maintenance technician - light vehicle
* Heavy vehicle service and maintenance technician

The post holder will be required to attend college on a regular basis.

Training, supervision and oversight will be available to the apprentice for the duration of their learning journey, with an appropriate workplace mentor being appointed.

**Main Duties and Responsibilities**

1. Assist and support qualified staff in MOT preparation, maintenance and servicing activity.
2. With supervision and oversight, be involved with the process of diagnosing vehicles faults and ensuring defects are checked / rectified using latest technology and diagnostic equipment.
3. Contribute to the scheduled servicing of vehicles, supporting the undertaking of service in accordance with manufacturers guidelines and customer requests
4. With appropriate supervision, support and assist with the following workshop activity:

* Rectification of defects as reported
* Brake testing
* Fabrication and welding

1. Ensure work is carried out in line with workshop H&S procedures
2. Accurately complete vehicle health checks, job cards and reports, including any written descriptions of faults found or repairs completed.
3. Work in line with all NY Highways policies and procedures and be aware of the obligations for employees under these.
4. Maintain workshop cleanliness.
5. Behave according to the Employee Code of Conduct and be aware of employee responsibilities under the Code.
6. Behave according to the Behaviours Framework.
7. Comply with health and safety policies, organisational statements and procedures, report any incidents / accidents / hazards and take a pro-active approach to health and safety matters in order to protect oneself and others.
8. Undertake any other duties of a similar nature that may be required from time-to-time.

**Person Specification**

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| **Criteria No** | **Criteria Description** | **Essential (E)** | **Desirable (D)** |
| **Qualifications & Education** | | | |
|  | Class C driving licence |  | **D** |
| **Knowledge & Experience** | | | |
|  | A knowledge of diagnostics across different brands and the use of diagnostic equipment |  | **D** |
|  | Ability to read and write English and ability to communicate in written and verbal form which can be easily understood. | **E** |  |
|  | Experience and confidence using windows based systems and other web based applications. | **E** |  |
| **Skills** | | | |
|  | Able to work unsupervised with the flexibility to undertake a wide range of tasks | **E** |  |
|  | Able to plan and organise own work effectively within agreed parameters | **E** |  |
|  | Able to operate using initiative to make decisions within agreed procedures | **E** |  |
|  | Able to communicate effectively, both verbally and in writing | **E** |  |
|  | Able to work under pressure to meet deadlines | **E** |  |
|  | Able to complete accurate records | **E** |  |
| **Personal Attributes** | | | |
|  | Able to work as part of a team | **E** |  |
|  | Flexible approach to working time arrangements | **E** |  |
| **Other Requirements** | | | |
|  | Cover out of hours working on a 24/7 call out roster basis (From the start of year 3 only) | **E** |  |
|  | Able to travel across the county (From the start of year 3 only) | **E** |  |