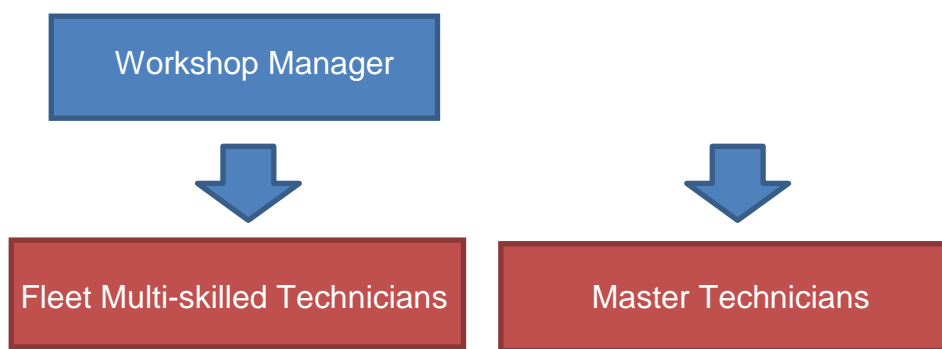


Job Description

Job Title	Fleet Multi-skilled Technician
Band	AfC Band 5
Department/Directorate	Fleet, Strategic Assets & Property
Location	Any London Ambulance Service Sector Workshop
Reporting to	Workshop Manager

Job Purpose

- To service, repair and maintain a diverse fleet of vehicles and specialist ambulance equipment to emergency use standards, using the requisite skills and expertise in line with current Health and Safety legislation.
- To work without close supervision to the highest standards to achieve acceptable levels of quality on vehicles specifically and distinctly designed for the London Ambulance Service.



Key Responsibilities

- The post holder is primarily employed to provide emergency repairs and routine maintenance of the NHS Trust's fleet of over 1000 emergency and non-emergency vehicles.
- The post holder is required to carry out efficiently, and to the required manufacturers and Trust standards, the servicing, repair and maintenance of a range of vehicles from ambulance and non- ambulance service vehicles to Light Commercial and Heavy Goods vehicles and cars from various vehicle manufacturers.
- This work is normally undertaken in the Trust Workshops, but may be carried out at Trust stations or roadside locations, as the need arises.
- In addition, the post holder undertakes maintenance and repair work on vehicles and various items of specialised equipment as per accreditation, carrying out welding (arc/ mig/ gas) and fabricating work and reproduce / fabricate, construct the part that is no longer available as required and where appropriate, seek advice on the specification of the part to be produced to ensure that it is fit for purpose and meets Health and Safety requirements. Also includes general maintenance of workshop equipment, tools and awareness of Health and Safety.

- The post holder is responsible to the Workshop manager for day-to-day work allocation and supervision, (but be able to make own decisions in the absence of a Workshop Manager, make necessary arrangements and order parts when deputising for the Workshop Manager) and is accountable to senior Managers in the Fleet Department.
- Close liaison is required with Workshop colleagues, and also with staff from other departments and suppliers on occasions.
- To work alongside colleagues, providing support and training as necessary to cascade technical training and updates on many different aspects of the vehicle and the vehicle conversion. This would include the training of apprentices.
- Supervising apprentices as required.
- The post holder will be expected to communicate complex technical issues and legal safety requirements to get a user to carry on driving the vehicle or stop driving the vehicle.
- Interpret and implement technical service data and statutory maintenance standards to ensure that all work performed is in excess of the minimum standard defined.
- Using modern electronic diagnostic equipment to determine the cause or causes of reported malfunctions in vehicles, components or systems.
- Using IT equipment to record the work completed.
- Examine, inspect and rectify ambulance and equipment faults including functional testing together with their scheduled servicing.
- The post holder will be required to regularly concentrate for long periods of time for fault finding, inspections and interruptions to deal with emergencies.
- Service, maintain, adjust or repair vehicles and their components to emergency standards utilising the necessary tools, equipment and facilities in a safe and efficient manner.
- Manufacture simple component parts, using hand tools or other machinery provided, to a high standard and performance.
- Use of complex tools and equipment for setting steering geometry following steering and suspension repairs, ensuring 100% accuracy to prevent uneven tyre wear, vehicle handling issues, such as pulling.
- Keep up to date with vehicle developments.
- As part of your training and development you will be required to attend training courses as and when necessary. The service also offers staff the opportunity of personal development plans, within the Knowledge and skills framework of the NHS.
- Liaise on technical issues and to work alongside manufactures as and when the need arises.
- Report in a timely manner on vehicle defects, accident damage and other issues related to vehicles or workshops to the Workshop Manager and Fleet Support Manager.
- Apply the Trust's policies in respect of maintenance practice and standards and ensure that maximum benefit is obtained in terms of equipment available and to ensure economic use of materials minimising total maintenance costs.
- Prepare vehicles to Ministry of Transport tests at Class IV and VII standards as per the Ministry of Transport tester's manual and to adhere to all statutory requirements relating to vehicles.
- Ensure that all jobs are completed within industry set times (ICME) Institute of Chartered Mechanical Engineers and liaise with the Workshop Managers on any delays.

- Use safe working practices and procedures at all times and in particular to comply with the Trust's Health and Safety at work policy, including the wearing of protective clothing and the maintenance of tidy personal appearance.
- Using fleet computerised technology to record all aspects of vehicle and equipment maintenance, including stock control.
- To assist and carry out the implementation of modification projects.
- Plan daily repairs on all vehicles, taking into account the order repairs needed to be carried out, making adjustments as necessary to allow space for the next vehicle that requires the ramp.
- Specialist tools will be provided, but the post holder will be expected to supply a comprehensive tool kit.
- To work as part of a team to achieve and maintain the high standards of Fleet maintenance and cleanliness of the workplace.
- The post holder may be asked to act up to the position of Workshop Manager as and when required
- When necessary attend to vehicles at various LAS locations. This may include the use of a mobile workshop.
- To participate in the weekend "On Call" facility as required.

Key Relationships & Stakeholders

Internal

- Workshop Managers
- Head of Fleet
- Fleet Operational Support Managers
- Fleet Administration
- Multi-skilled Technicians
- Location Group Managers
- Station Support Managers
- Incident Response Officers
- Operational Staff
- 999 Clinical Contact Centres
- Scheduling Centres
- Department of Education and Development
- Tactical Operations Centre
- VRC

External

- Representatives within the Motor Industry

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Caring

Kindness – be caring and compassionate, polite, welcoming, approachable

Positive – embrace change, be enthusiastic and optimistic, proactive

Empathetic – put myself in other people's shoes, consider other perspectives

Listening – hear others, be open, approachable, give others space to speak

Respect

Equity – be fair, embrace diversity, accept others for who they are

Inclusive – advocate for others, ask for input, seek out alternative views

Understanding – be interested in others' feelings, stories and backgrounds

Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork

Supportive – offer help when you notice others need it, check in regularly

Collaborative – seek opportunities to work together, communicate, clarify

Professional – be accountable, responsible for my attitude, calm and reassuring

Integrity – be honest, share learnings, act in others' and LAS' best interests

Caring | Respect | Teamwork

Building a world-class ambulance service for a world class city

Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
<p>Have served a recognised apprenticeship in Motor Vehicle Maintenance and Repair.</p> <p>Specialist knowledge across a wide range of practices and procedures in relation to vehicle chassis and vehicle body manufacturers (including engines, brakes, suspension, electrics, blue lights, sirens, eberspacher heaters, communications and control units).</p> <p>Professional knowledge acquired through HNC level plus specialist knowledge or equivalent.</p> <p>Equivalent level of knowledge acquired through courses and experience which entail:</p> <ul style="list-style-type: none"> • Main dealer accreditation e.g. Ford (diagnostics, engine, drive train, battery electric vehicle) • Annual refresher training <p>The following in-depth training, minimum of 4 years' experience post apprenticeship in a workshop:</p> <ul style="list-style-type: none"> • Significant experience - Vehicle Diagnostics • Vehicle Bodybuilder • 7 days – MOT • 7 days - Stretchers, power load, carry chairs • 7 days - Vehicle Body & Equipment • 2 days - Specialist 4x4 Training 	√	A/I/T
Hold a current driving licence, valid in the UK, covering vehicles of category C1 with no more than 3 points. Your licence will then be assessed based on the conviction codes to decide if acceptable	√	A/I/T
Membership of IRTE or IMI	Desirable	
Experience		
Extensive experience in the repair and maintenance of petrol and diesel vehicles, with the ability to work unsupervised on a diverse and specialised fleet	√	A/I/T
To have comprehensive knowledge of vehicle electrical systems, including modern vehicle electronic management, and of computer-based workshop diagnostic equipment e.g. Tech 1, Tech 2 and Star Diagnostic	√	A/I/T

Personal Abilities		
Ability to pay attention to detail and ensure accuracy at all times	√	A/I/T
Ability to communicate with all levels of staff and key stake holders by means of written communications, phone, teams and face to face	√	A/I/T
High level of analytical and judgmental skills across a wide range of complex vehicle management systems. i.e. interfacing between chassis manufacturers complex electronics and bodybuilders complex electronics, (carnation, genesis, climate control, CCTV, telematics, electronic stability programs, tail lift, battery management). All of the above systems are interconnected meaning that diagnosis of any of the above will conflict with each other thus requiring the post holder to utilise their ability, knowledge and experience gained to interpret accordingly to diagnose the conflicting information	√	A/I/T
Ability to work to and meet daily, weekly and monthly deadlines.	√	A/I/T
Effective written and verbal communication skills	√	A/I/T
Ability to repair and maintain to the required standard Service vehicles which have specialised bodywork/livery and fittings	√	A/I/T
Evidence of reliability.	√	A/I/T
Ability to complete all documentation in line with Trust Policies and current legislation using IT (Fleetwave) software to record all aspects of workshop administration.	√	A/I/T
Computer/tablet competent for the use of fleet related apps, on line information, use of fleet management system,	√	A/I/T
Ability to repair and maintain to the required standard Service vehicles which have specialised bodywork/livery and fittings	√	A/I/T
Commitment to and understanding of Diversity both as an employee and a provider of services.	√	A/I/T

Key:A = application, T = test, I = interview

Updated: **September 2022**