

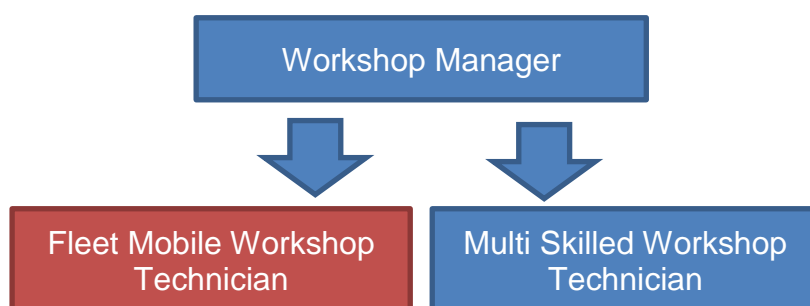


Job Description

Job Title	Fleet Mobile Workshop Technician
Band	AfC Band 5
Department/Directorate	Fleet – Strategic Assets & Properties
Location	South/North East/North West
Reporting to	Workshop Manager

Job Purpose

- To reduce ambulance fleet VOR by proactively inspecting vehicles, repairing defects (including roadside) and carrying out safety inspections, roadside, onsite or at stations. Provide excellent customer service to front line crews and managers by resolving vehicle related issues whenever possible and reporting performance. Provide training and information to Operational colleagues at a local level.
- Develop a system of working in the area covered to support Operational Managers as an effective useful resource to improve vehicle maintenance and VOR. Make decisions and plan actions using own initiative to influence daily and longer term VOR levels with in the area covered. Meet or exceed the agreed SLA and KPI's that are laid out below to ensure effective performance.
- Represent Fleet at stations within the area championing initiatives to improve performance and designing improved Fleet support programs.
- Use of a tablet device to record all work carried out at scene in real time to update Fleet management system.



Key Result Areas & Performance Indicators

- Manage a modern well equipped mobile workshop, being responsible for all equipment and stock held on the vehicle. Control £5k of stock by accounting for items, allocating to work, reordering and adjusting to changing needs or to facilitate performance improvements.

Caring | Respect | Teamwork

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

- Use advanced knowledge of electronic diagnostic equipment to determine the cause or causes of malfunctions in vehicles, components and systems.
- Carry out a dynamic risk assessment whilst attending vehicles both roadside and at a static location
- Examine, inspect and rectify ambulance vehicles and equipment faults, including functional testing and meeting the KPI of rectifying 80% of first line faults onsite. Decide how to prioritise work directing more serious faults to base workshops and arranging recovery as appropriate or manage contractor's onsite to effect repairs.
- Provide comprehensive area support to stations within the area that do not have a main workshop on site, develop an effective working pattern and system to ensure maximum support but flex pattern to meet the changing priorities of work demands. Plan own work and prioritise work to reduce VOR.
- Use mobile workshop tools and equipment to manufacture or repair component parts, to effect repairs where this will lessen downtime or cost and negate the need to recover vehicles or call out part suppliers.
- Keep up to date with vehicle developments, in particular the use of diagnostic equipment. Recommend changes to the mobile workshop equipment or working practice that will enhance performance and ensure the KPI's are met.
- 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.
- Develop good working relationships with key manufacturer contacts and liaise with them on technical issues, to resolve problems and improve fix rates or repair techniques. Find opportunities to reduce costs by partnership working with key suppliers, provide reports for use by senior managers at supplier account meetings, attend some meetings to make reports directly.
- Report all work or faults found by liaising with the base workshop managers and FAD as appropriate, so that live work records can be maintained in Fleetwave. Enter full details of work carried out in Fleetwave when at stations with Fleetwave access to ensure full Fleetwave compliance. Use planned future IT equipment to enter details directly into the data base in real time.
- Apply the Trust's policies in respect of maintenance practice and standards to ensure that maximum benefit is obtained in terms of equipment available and to ensure economic use of materials minimising total maintenance costs.
- The post holder may be asked to fill the position of a base Workshop Technician or Acting Workshop Manager on occasion, carrying out the full range of duties and managing technician staff at that location. Ensuring that other arrangements are made to cover the mobile workshop working.
- Carry out onsite quality auditing of vehicles at that location, proactively inspecting vehicles to support preventative maintenance plans and reduce reported faults by ambulance crews. Audit contractor work such as ATS or RAC to ensure required contractor standards are met.
- 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. Particular attention is also required in consideration of lone working policies and roadside safety.
- Represent Fleet at ambulance stations, provide guidance to crews who maybe carrying out VDI checks or have questions relating to vehicle defects and safety.

- Provide verbal guidance, investigate legal compliance, and assist in production of written instructions or information that will be made available at stations and in crew rooms
- Implement and deliver local training initiatives for crews to enhance vehicle operating awareness, legal compliance and better maintenance to reduce VOR. Communicate verbally to groups of up to about 12 providing supporting written and electronic media.
- To support peak work demands in own area or others at times, being able to back up a main workshop due to staff shortages or operate as a mobile workshop in another area in reaction to a unplanned demand. Provide support and devise plans, for events or celebrations which will need to be outside of the standard hours and therefore a variation of usual hours or additional hours.
- Specialist tools will be provided and form part of the mobile vehicle inventory, the post holder will have responsibility of this comprehensive tool kit. Understanding and ability to use all technical garage and diagnostic equipment to an advanced level.
- Provide leadership and direction to other technicians when field based as training or when workshop technicians are seconded to a mobile workshop to work in an independent fashion with autonomy and freedom to design or flex procedures on occasion work as part of a team to achieve larger strategic goals. .
- To participate in rota systems that maybe in force to ensure that the service has 7 day cover in support of the A&E operations.
- Liaise with PD33 using a handheld airwave radio – providing updated information on fault finding, resolution and expected time of repair when a vehicle is on duty responding to patient care.

Key Relationships & Stakeholders

- 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
- Representatives within the Motor Industry

Key Responsibilities

Resource/Financial Management

- Documentation is always completed and stakeholders are communicated to in the most appropriate form. Financial responsibility for a £50k equipped vehicle £5k of vehicle stock and approximately £20k of used parts per month.

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

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	Essential	Evidence
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	Essential	Evidence
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,	√	A/I/T

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		
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: **February 2023**