

Person Specification

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| Position Title | Vehicle Maintenance Technician |
| Team | Fleet & Workshops |
| Directorate | Place Management |
| Responsible To | Workshops Team Leader |
| Number of roles | 1 |

Person Specification

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| Qualifications, training & professional membership | • Time served qualified engineer in the maintenance of heavy goods vehicles. | Essential |
| | • Evidence of continuous professional development. | Essential |

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

| Experience | |
|---|-----------|
| Extensive knowledge and experience of working on heavy goods vehicles. | Essential |
| SVQ Level 3 or City and Guilds qualification in Heavy Vehicle Maintenance. | Essential |
| Demonstrate a curiosity to grow knowledge and personal insight to help with continuous personal and professional development. | Essential |
| Proven ability to work as part of a team. | Essential |
| Demonstrate commitment to quality in all aspects of service delivery. | Essential |
| Able to assist with customer enquiries and engage. | Essential |
| Demonstrate effective communication skills and understanding of the target audience at all levels across the organisation and externally. | Essential |
| Demonstrate sound judgement in decision making within agreed governance controls. | Essential |
| Proficient in operation of IT technology. | Essential |
| Vehicle inspection qualification for example, Institute of Road Transport Engineers Technician Course. | Desirable |

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| Heavy goods Licence. | Desirable |
| Experience or qualification of working on electric or hydrogen powered vehicles. | Desirable |

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

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| Customer focused | <ul style="list-style-type: none"> • promotes the importance of quality customer/client services and aims to meet customer/client expectations • identifies opportunities to improve customer/client services • takes personal responsibility to manage customer/client relationships • with support implements service improvements • with support monitors quality of service |
| Works Effectively with others | <ul style="list-style-type: none"> • treats team members fairly and equally, recognises and demonstrates appreciation of their contribution • identifies with and has a shared commitment to achieving team objectives • shares knowledge and information with others • thanks others for their contribution and efforts • fosters good working relationships within teams in own department • actively seeks others input and values their contributions. |
| Managing change | <ul style="list-style-type: none"> • reacts positively to change • is flexible and adapts plans in response to change • prepares and supports team members during periods of change • constructively challenges current thinking and procedures and offers alternative solutions • gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm. |
| Taking Ownership and Responsibility | <ul style="list-style-type: none"> • takes the initiative to start activities or actions • recognises when a decision is needed and commits to act • is proactive, acts quickly to address current issues • seeks feedback and takes appropriate action • takes responsibility for personal development • modifies own behaviour to influence different situations. |

Communicating Effectively

- uses positive, appropriate language in all situations
- communicates clearly and concisely to influence others
- uses a variety of methods to communicate in the most effective manner
- creates a positive confident impression
- uses interpersonal skills to have a positive impact in meetings
- keeps written messages simple.

Planning and Decision Making

- regularly monitors progress and takes corrective action to ensure priorities are met
- gathers information from several readily available sources
- considers information objectively to establish logical options and generate solutions
- considers options and risks before making a decision
- determines resources and co-ordinates work logically to ensure tasks are completed effectively.

Political Sensitivity

- takes a broad view of events and the interests of internal and external stakeholders
- is diplomatic in their dealings and is politically astute