



Job Description

New job	
Significantly amended job	X
Minor amendments from previous	

Job title	Fleet and Equipment Vehicle Technician	
Reports to	Fleet and Equipment Service Centre Team Leader	
Pay band	5	
Directorate	Operations	
Banding status (please tick one)	Indicative	A4C confirmed
		X – 29/03/2022

Job summary (overview of role/remit)

- Responsibility for carrying out Vehicle and Equipment maintenance safely, effectively and efficiently ensuring work is completed to a high standard in accordance with Legislation, Trust Policy, Vehicle Operators Service Agency standards and Manufacturers guidelines across a large and diverse fleet of vehicles and specialist equipment.
- To carry out all duties following a shift pattern (where applicable) which is to include bank holiday working (where required)

Responsible for conducting the servicing, repairs and maintenance of the Trusts Fleet and equipment in order to ensure the safety of patients, staff and to support assurance of correct diagnosis and treatment of patients.

The Fleet and equipment can include:

- Dual crewed ambulances
- Rapid response vehicles
- Support Fleet



- Patient Stretchers
- Patient carry Chairs

To organise and contribute to the planned preventative maintenance (PPM), servicing and repairs of a wide spectrum of vehicles and medical devices to ensure all equipment operates effectively and safely with minimum downtime. Responsibilities will include:

- Maintenance and repair
- Servicing
- Fault diagnosis and repair
- Electrical/Electronic fault diagnosis and repair
- Function testing
- Maintenance and repair

The post holder will be required to communicate with a variety of stakeholders that include operational users, clinical users and staff groups to gain a full understanding of the nature of fault or problem with the vehicles and equipment, conducting problem investigation of highly specialised and highly complex vehicles & equipment for the diagnosis and treatment of patients to ensure the safety of staff and patients at all times. Assess the seriousness of the issues and implications and respond appropriately to the urgency of the requests.

Main duties and responsibilities

(bullet points providing detail of responsibilities)

- Responsible for contributing to the efficient running of the Planned Preventative Maintenance (PPM) scheme to ensure:
- Vehicles and equipment are regularly checked for safety to Trusts Standard Operating Procedures (SOPs)
- The vehicles and equipment function to manufacturer's specifications.
- Carry out diagnosis calibration and quality control checks.
- Carry out acceptance testing and electrical safety testing in accordance with local policies.
- To ensure that all vehicles and equipment are serviced and maintained in line with current legislation and manufacturers guidelines.
- To ensure any vehicle and equipment upgrades are carried out in a safe and proficient



manner.

- To ensure any software updates are carried out in a timely and proficient manner.
- Working in conjunction with the Medical device and Make Ready teams to ensure an adequate supply of fit for purpose vehicles and equipment are available to maintain vehicle availability.
- Deputize for the team leader in their absence
- Using technical knowledge through formal, internal/external training & experience to carry out fault diagnosis, repair, servicing and component overhaul and replacement including advice on equipment specification and evaluation. Ensure exceptional levels of accuracy when undertaking fault diagnosis to minimize vehicle and equipment downtime
- Diagnose faults to determine the nature of defects and using specialist knowledge and professional judgment; evaluate the condition of the vehicles and equipment to repair/rectify for continued operational use or disposal when appropriate.
- Undertake highly complex fault finding on a daily basis with suitable techniques to diagnose and resolve problems. Exercise judgment to determine the causes of faults in devices with multiple complex and inter-related systems; ensuring the repairs and maintenance of vehicle s and equipment and are with minimum disruption to operational needs and requirements.
- Responsible for ensuring vehicles and equipment are ready for use and advise staff in the use of vehicles and equipment as required to ensure the safe treatment of patients.
- Communicate with clinical and operational users to gain a full understanding of the nature of fault or problem with the vehicle and equipment. Assess the seriousness of the issues and implications and respond appropriately to the urgency of the requests.
- Ensure all works carried out are within a quality framework and meet manufacturers and regulatory requirements.
- Manage vehicle and equipment repair procedures, ensuring timely repair within the Trust and manufactures standard repair times and monitor service performance.
- Ensure a full accurate audit trail is recorded for vehicle and associated equipment ensuring the Dedicated Database is updated daily and all information input is correct and relevant at all times. Use analytical skills to frequently analyse data and ensure



maintenance and medical device information is modified and uploaded in an accurate, proficient and timely manner.

- To organise and prioritise daily work schedules, to work unsupervised and to professional standards in compliance with Department of Health guidelines and relevant standards set by statutory regulatory bodies, the relevant manufacturer and departmental procedures.
- To frequently organise and plan a complex range of activities based on the maintenance of vehicles and equipment; some of which will impact other departments or services across the Trust.
- To work autonomously and efficiently; prioritising and reprioritising workload around frequent daily interruptions.
- To act independently, promptly, and efficiently in response to emergency and unpredictable situations including working in areas and on other sites, as necessary, where the Trust provides a vehicle and equipment service regime.
- Ensuring high standards of dexterity, co-ordination and sensory skills are used on a daily basis while using precision tools on a daily basis to maintain delicate and expensive vehicles and equipment; maintaining frequent prolonged concentration during planned maintenance and fault finding on highly complex vehicle systems.
- Ensure high standards of autonomy; use specialist/expert knowledge to take action on interpretation of technical policies and procedures relating to vehicles and Equipment.
- Use expert knowledge in the high complexity of vehicle and equipment maintenance daily to exercise judgment and form a solution where there may be varying level of unique characteristics.
- Knowledge of the use and operation of quality management systems ISO 9001:2000 and ISO 13485:2012.
- As required receiving and commission all new vehicles and equipment purchased by the Trust before placing into active service as per the Trusts Procurement & Commissioning procedure. Carry out any Pre-Delivery Inspection checks (PDI) to new vehicles and equipment where required.
- Inform Team Leader in a timely manner as appropriate in cases of unplanned failures, events not previously experienced and unusual events.
- Responsible for maintaining adequate trust stock levels of spare vehicle and



equipment stock for the repair of vehicles and equipment, ensuring at all times the dedicated device database is updated at all times when stock is used

- Undertake all mandatory training necessary to become certified in the servicing and maintenance of vehicles and equipment used by the Trust, undertake any training to meet the requirements of this job role and other duties/additional training deemed necessary by the Trust to ensure the appropriate levels of service are maintained by the department.
- Undertake training both on an individual and group basis, through a variety of platforms that include face-to-face communication, reading and distance learning.
- To supervise and instruct, where required, apprentices, semi-skilled staff, and to attend any training courses
- There is a regular requirement on a daily basis to maintain and repair equipment that is potentially subject to contamination by hazardous substances and bodily fluids, and electrical equipment
- Ensure correct use of PPE is followed at all times.
- Providing clear, concise and factual information to support the vehicle and equipment processes which may include;
 - Purchasing
 - Maintenance
 - Repair
 - Service reports
 - Coroner court reports
- Carry out all duties in accordance with the requirements of the Health and Safety at Work Act, relevant Statutory Regulations, Approved Codes of Conduct, Local Rules, Quality System Manuals and Standard Operating Procedures (SOPs).
- Contribute and adhere to Trusts health and safety policy and SOPs, ensure COSHH assessments, risk assessments and manual handling assessments are current and available to all staff.
- Ensure all health and safety incidents are accurately recorded and reported in a timely manner.
- Ensure own physical and mental well-being due to long periods of vehicle and equipment maintenance activity, some awkward working positions, frequent lifting of heavy equipment and bending/stooping on a daily basis.



- Actively implement safe systems of work, highlighting any risks and ensuring that safety and productivity is maximized.
- Practice appropriate workshop techniques so that the department is clean and tidy to ensure a safe working environment for all staff.
- Behave courteously and professional manner at all times with internal and external stakeholders (i.e. patients, training providers, service users) and seeks to ensure that the department provides the highest level of service.
- Responsible for reporting and equipment failures ensuring full and accurate information is provided at all times and copies of all reports made are filed for future use or reference.
- **Communication/information**
- To interrogate the dedicated vehicle and equipment database and to ensure accurate and timely fault diagnosis
- Provide advice, instruction and training to a variety of stakeholders who will have different levels of understanding.
- Liaise with Vehicle and equipment suppliers to obtain technical and commercial information in relation to equipment maintenance and evaluation, some which have high levels of complexity.
- Ensure all relevant legislation is adhered to due to the nature of the job (i.e. GDPR , Health and Safety at work).
- Ensure full confidentiality when downloading or obtaining patient records, clinical incidents and other sensitive data when required.
- The post holder will be required to communicate and provide technical information at all levels both internally and external.
- Communicating with and supervising external organizations that may carry out any vehicle and equipment maintenance regime on behalf of the Trust, providing the service agent with the relevant work flow to meet the Trusts strict service regime. Monitor service agent's performance against Trust standards and agreed service level agreements.
- Communicating with various vehicle and Equipment Manufacturers/Suppliers



regarding:

- Repair/Maintenance issues.
- Technical specifications.
- Spare parts.
- Loans/Trials of equipment.
- Evaluation of vehicle and equipment

Standard Role Requirements

Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement



and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than 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 1998, and records management guidance.

To 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.

Infection control

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.



Person Specification

	Essential	Desirable
Education and qualifications	<p>HND in Mechanical/ electrical or electronic engineering or equivalent, OR knowledge demonstrated at equivalent standard gained through relevant experience/training</p> <p>Recognized Motor Vehicle Indentured Apprenticeship or training scheme</p> <p>Motor Vehicle Craft Studies Parts 1,2 & 3. or Motor Vehicle Technicians Parts 1,2 & 3 or BTEC equivalent.</p> <ul style="list-style-type: none"> • Literate and numerate. • Current clean driving license minimum C1. <p>To have attended and passed or be willing to attend accredited technical training courses related to specialist vehicles and equipment. Core courses will include manufacturer, and specialist technical</p> <ul style="list-style-type: none"> ○ Vehicles manufacture training. ○ Fault diagnosis and repair ○ Theory of electrical safety. ○ Specialist patient 	



	<ul style="list-style-type: none"> handling equipment ○ Health and safety training ○ <p>Willingness to undertake further training/education as required.</p> <p>Attendance on a regular skills assessment programme.</p> <p>Has previous working experience and good knowledge of a variety of vehicles and equipment.</p>	
Previous experience (Paid/ Unpaid relevant to job)	<p>Has significant experience of fault finding / diagnosis within a vehicle /electronic / mechanical / engineering field.</p> <p>Information Technology experience.</p> <p>Proficient experience of using diagnostic equipment to fault find within a medical device and equipment capacity.</p> <p>Previous experience of using a variety of complex tools and equipment to carry out technical / engineering repairs.</p>	<p>Has significant experience of servicing, repairing of medical equipment.</p> <p>Has previous experience of diagnosing and repairing vehicles and equipment in a supervisory / management capacity.</p> <p>Knowledge and experience of the use and operation of a quality management system such as ISO 9001:2000 and ISO 13485:2012</p>
Skills, knowledge, ability	<p>Has the ability to read and interpret technical information and able to use a full range of electrical/electronic test equipment to diagnose faults.</p> <p>Is computer literate in the</p>	<p>Is able to demonstrate, previous experience of fault finding /diagnosis within an NHS or Ambulance Service environment.</p> <p>Qualified to C1E+D1E driving license.</p>



	<p>Microsoft office package and/or a specialised computer system.</p> <p>Have analytical skills to analyse data daily and ensure maintenance and repair information is modified and uploaded in an accurate, proficient and timely manner to ensure accurate audit trail of each individual device.</p> <p>Have a full driving license with no more than 3+ penalty points.</p>	
Aptitude and personal characteristics	<p>Word Processing skills.</p> <p>Able to work accurately with data.</p> <p>Able to self-manage, referring when necessary.</p> <p>Ability to work as part of a team.</p> <p>Ability to prioritize own workload, referring for help when required.</p> <p>Able to maintain confidentiality.</p> <p>Able to work flexibly when required by the needs of the Trust.</p> <p>Deal diplomatically with aggrieved staff, contractors and others and work to resolve contentious issues amicably.</p> <p>Able to manage a potentially high workload.</p>	



	<p>Able to assess unforeseen incidents and events without delay and put in place affordable and effective solutions.</p> <p>Good Communication and interpersonal skills.</p> <p>Exhibit high standards of personal and professional conduct and performance.</p> <p>Ability to work with individuals and groups from a range of background.</p> <p>Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS</p> <p>Able to deliver on the NHS constitutional patient pledges and rights</p> <p>Committed to high quality patient care and patient experience</p> <p>Respectful to and able to promote equality in opportunity, employment and service delivery</p> <p>Committed to continuous professional development and personal growth</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional</p>	
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