



Gwasanaeth Tân ac Achub
Fire and Rescue Service



Fleet and Engineering Department **Vehicle Technician** Candidate Information Pack



Welcome from Justin Evans, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they tend to think of Firefighters responding to emergency calls, and although this is a reality, the roles and responsibilities within North Wales Fire and Rescue Service go far beyond these traditional images.

In addition to Firefighters, the Service employs people in a variety of diverse and challenging roles, and the vital work carried out behind the scenes is just as crucial in helping to make North Wales a safer place to live, work and visit.

Saving lives and reducing risk are at the heart of our mission as a Fire and Rescue Service – and our Fleet and Engineering department is vital to our success by providing a crucial support to the Service, by ensuring all our fire appliances, vehicles and equipment is maintained safely and ready to use when needed by our frontline crews to respond.

Our Fleet and Engineering department are a critical component in how we deliver our daily activities. By providing the physical resources and equipment, the Fleet and Engineering team enable our staff to undertake their role of making North Wales a safe place to live, work and visit by ensuring the appliances and equipment are fit for purpose and safe to use. The role of the Fleet team in a frontline emergency service is challenging, varied and exciting and involves many diverse tasks and responsibilities, to ensure that the Service can continue to protect the communities we serve.

Our core values are about striving for excellence, serving the communities of North Wales and treating people well. We want people with the same values to join our team to help us continue to make North Wales a safe place to live, work and visit.



Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ more than 850 staff in operational and support roles.

We help to protect an area covering around 2,400 square miles and a resident population of over 700,000 people, as well as hundreds of thousands of visitors who travel in and out of North Wales every year.

On average, we go to around 2,000 fires and 1,000 non-fire emergencies such as road traffic collisions and flooding events every year. We also attend around 2,000 emergency calls that turn out to be false alarms.

We carry out extensive fire prevention work by visiting people in their homes, attending events, engaging with children and young people, and working with partners to educate and inform local communities. We also maintain an active presence in the media, including on social media.

Another part of our work is in a fire safety enforcement role, so we visit businesses and workplaces to make sure that the people responsible for those premises are keeping their fire safety arrangements up to standard.

North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

You can read more about our Core Values on the next page.

For more information about the Service please visit the [North Wales Fire and Rescue Service website](http://www.northwalesfire.gov.wales).



Our Core Values



North Wales:

A place to live, work and visit

Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Mon (pronounced 'un-iss morn', also known as Anglesey). Each county has something special to offer, whether you are looking for action and adventure or culture and heritage. Living and working in North Wales offers an excellent environment for anyone seeking an enhanced quality of life.

Long regarded as one of the most beautiful places in the UK, the area has much to offer. Being an area of outstanding landscape ranging from extensive sandy beaches and headlands to sheltered valleys, open moors and rugged mountains, there is something for everyone to enjoy. Tourism is a big contributor to the local economy with a wide variety of facilities across the region to attract the different visitors to the area each year, from high adrenaline zip lines, adventure parks and water sports to more relaxing walks exploring towns and countryside or visiting historical and cultural landmarks, including castles.

Whilst North Wales is close to nature and has open spaces close by, it is also well connected to the hustle and bustle of major towns and cities in the North West of England, such as Chester, Liverpool and Manchester. Rail transport links also connect the North Wales coast to major cities across the UK, with direct trains to London (in 3 – 4 hours), Birmingham and Manchester among others.

Food and drink play an important part of Welsh culture with food festivals and farmers markets taking place across the region to showcase the best food and drinks that Wales has to offer. Utilising locally sourced and seasonal produce, including freshly caught fish, tender local lamb,

cheese, wine, ales and gin, there are plenty of places to eat catering to different tastes, including fine dining, gastro-pubs and bistro's as well as country pubs, tea rooms and cafés.

As per the 2021 Census, Wales has a population of just over 3.1 million, with approximately 18% of the population being Welsh speakers. The Welsh are passionate about the language, sport and culture with competitive festivals of Welsh music, poetry and art taking place annually - known as an Eisteddfod (pronounced ace-teth-vod). They are cultural festivals held through the medium of Welsh, providing a national stage for music, dance, literature, visual arts and performance. Whilst Welsh language is an important part of an Eisteddfod, the events are inclusive for all people to get involved so you don't need to be a Welsh speaker to attend and enjoy the day. People of all ages and abilities, including Welsh language learners are encouraged to participate in Eisteddfods, with the International Eisteddfod in Llangollen being held annually at the start of August, bringing together participants from all over the world to celebrate the different cultures, music and arts in one place.



The Role

At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment. Providing the appropriate equipment and vehicles for our staff to undertake their duties is vital to enable us to provide an effective emergency and proactive service.

The Fleet and Engineering Department are based at our Fleet workshops in Llandudno Junction, but provide a mechanical and engineering support service to all our fire stations across North Wales. The departments primary responsibilities are for the design, purchase, maintenance and repair of the Service's fleet of 131 emergency response vehicles and 158 support vehicles as well as the associated equipment required by a fire and rescue service, such as ladders, plant and rescue equipment totalling 2145 assets.

The team of vehicle technicians also provide a 24-hour emergency call out service for our breakdowns and urgent repairs to ensure the continued availability of frontline fire appliances and equipment in responding to emergency incidents.

We are looking to appoint a Vehicle Technician to join our Fleet Department. The role is responsible for undertaking day to day servicing, predictive and preventative maintenance and repairs to our fire service vehicles, plant and equipment to ensure these remain safe and operational. Maintaining a safe and clean work station, the successful candidate will possess the competence to diagnose faults in mechanical and electrical systems to determine effective repair methods required.

Applicants will need to demonstrate (with evidence) the skills, as outlined in the job description and person specification including the following essential requirements:

- City and Guilds Level 3 Craft Certificate in Heavy Vehicle Maintenance and Repair or equivalent.
- Knowledge and experience of working in a commercial vehicle maintenance and repair environment.
- Hold a full UK Driving licence.
- Hold an LGV Category C driving licence, or currently working towards with the ability to complete within the probation period.
- Hold or working towards the IRTEC Certificate of Competence to Master Technician status, with the ability to maintain once achieved.
- Ability to work as part of a team and independently, using own initiative.
- Ability to manage own time and prioritising of workload to meet deadlines.
- Be able to hold a simple conversation at Welsh Level 2 – if not already demonstrated on application, this is to be achieved within a 12-month probation period, with support provided as appropriate.
- Appointment subject to a Standard DBS Check and satisfactory references.

The successful candidate will be expected to attend college on a weekly basis to achieve City and Guilds Level 3 Craft Certificate in Heavy Vehicle Maintenance and Repair should they not already possess this.

What we can offer you

Pay

Grade 07

Base Salary: Starting at £33,024 per annum, rising to £35,745 per annum, subject to annual increments.

Hours of work

This position is based on working 37 hours per week, Monday to Friday. Fixed hours Monday - Thursday 8am-4pm Friday 8am-3.30pm

Location of work

The base location of the team is within the Fleet and Engineering Department based in Llandudno Junction. There will also be a requirement to attend different fire service locations and sites, therefore travel in a Service vehicle to other Service locations may be required. This will initially be with another employee from the Fleet Department.

Benefits of employment

- Generous annual leave entitlement, starting at 25 days per year, plus public holidays
- North Wales Fire and Rescue Service uniform provided
- Access to the employer contributory Local Government Pension Scheme
- We will provide you with training, support and guidance to develop your potential

- Health, fitness and wellbeing support, including occupational health, colleague support, mental health champions, physical therapies and access to Service gyms
- A range of additional benefits such as cycle to work scheme and access to discounts from hundreds of retailers, leisure and service providers.



Job Description

Post Title	Vehicle Technician
Department	Fleet
Reports to	Workshop Supervisor/Assistant Fleet Manager.

Overall Job Purpose

To be responsible for the day to day servicing, repair and maintenance of vehicles, plant and equipment, maintaining Fleet strength 24 hours a day, working as part of a team of multi-skilled vehicle technicians.

Principal Duties and Responsibilities

1. Responsible for the day to day servicing, inspection, predictive and preventative maintenance and repair of Fire Service vehicles to the standard as set out in NFCC recommended Best Practice Guide for the maintenance and inspection of NWFRS vehicles. Adhere to the appropriate recognised repair/service times.
2. Co-Ordinate own workload by prioritising day to day assigned tasks, liaising with vehicle users and station crews, ensuring efficient route planning in respect of travel time and fuel consumption to achieve maximised productivity and efficiency.
3. Technicians are expected to make efficient use of time available in the working day and aim to achieve a minimum productive work output of 5.5 hours.
4. Diagnose and repair Heavy and Light Vehicle complex faults in the following systems:
 5. Mechanical, Hydraulic, Pneumatic, Electrical and electronic systems, including Calibration and programming of components / ECU's as required.
 6. Utilise and interpret Technical manuals, wiring schematics and diagnostic information to determine cost and time efficient repair methods to a variety of Heavy and Light Vehicles and Marine Craft.
 7. To carry out repairs and maintain service plant and equipment in line with manufacturer best practice as per Pre Planned Maintenance schedule to satisfy the requirement of PUWER/ LOLER 98.
 8. Carry out all aspects of maintenance to fire service issued ladders and hose reel guns to include servicing, fault finding, repair and periodic test
 9. Possess and maintain the required specialist knowledge and skills to carry out maintenance and repairs to High Pressure Hydraulic Rescue Equipment and all associated Health & Safety SSOW's.
 10. Diagnose faults and repair all operational equipment in an economic manner having regard to required levels of quality and safety, with all repairs to industry standards.
 11. Repair vehicle mounted installations supplied by third party installers and convertors. To include but not restricted to CCTV, telematics, mobile data terminals and data logging systems.
 12. Carry out metal/welding repairs/fabrications to steel and alloy structures using Welder, Thermal Inductor, Plasma Cutter, Grinding and cutting equipment including modifications as approved by the Fleet Manager. Defects to include glass, stowage, ladder gantries and shutters. To include fabrication and painting of sub-assemblies as required.
 13. Carry out defect/accident damage roadworthiness assessments.
 14. Compile detailed reports clearly outlining vehicles on/off the run status, and action and components required in order to effect financially economical repairs to standard

15. Carry out maintenance, when required, of New Dimensions vehicles which may include planned maintenance and testing, 24-hour breakdown availability commitment and a support system to collaborate with uniformed personnel in the event of a major incident.
16. The post holder must operate at all times in compliance with the Risk Assessments and safe systems of work in the Workshops, Stations or incident grounds (as directed by incident commanders.)
17. All work activities must follow the published safe system of work, follow the required safety clothing/PPE instructions, and adopt at all times approved manual handling techniques set out in the training best practice, working at height and also lone worker policies set out.
18. Tasks identified as high risk must be communicated to line management who will determine if a written risk assessment is required. The post holder must at all times recognise the need to stop activities when safe procedures are no longer adequate, bringing weaknesses in the safe system of work to the attention of the Supervisor as soon as practical.
19. The post holder must at all times practice good housekeeping in order to contribute to a safe and clean work station and general working environment. They must clean up any spills, debris and parts immediately.
20. Post holder must ensure correct disposal of all waste products in the correct manner and report to Supervisor any environmental issues identified in a means to carry out ongoing continuous improvement.
21. Carry out effective and accurate completion of all job records, capturing all necessary details and information for job completion.
22. Job detail lines for any maintenance and repair must be carried out to a high standard (must include test results) reflecting the possibility such records can be used for outside safety/ legal bodies to determine effective statutory audit trails, whilst forwarding any areas of concern, part/temporary repairs, future attention needs or failures to Workshop Supervisor.
23. For accuracy, all job/time records must be fully updated using the correct activity code or assigned job number in line with Departmental Performance Management Targets. These must be completed at the end of every activity, be legible and ensure accurate recording
24. Compilation of detailed reports in order to assist with fault rectification and investigations
25. To ensure all job details are submitted to the supervisor via the Fleet management system when job activity is completed. The job activity includes cleaning work area and effective completion of job records and service sheets before moving onto next job.
26. To ensure all parts required for Service van replenishment are organised in good time and all direct orders and stock items used are processed.
27. To ensure vehicle-based repair logs are duly completed to show users the status of defects or repair activities.
28. To determine long- and short-term warranties for any parts replaced and indicate as required to allow the rebate of such parts and labour costs.
29. Utilise Laptop and Tablet computers in conjunction with Microsoft Office packages to produce written reports, open and navigate PDF documents for reference, open, interpret and edit Microsoft Excel spreadsheets, Use Email to send and receive communications from management team, colleagues and third-party companies
30. Be aware of and comply with General Data Protection Regulations (GDPR) in relation to all job-related information.

31. Responsibility to ensure the ongoing security of Service provided mobile maintenance vehicle (or other service vehicle) and associated high value equipment, tools and stock when away from Fleet Department at all times.
32. Responsibility to ensure an adequate inventory is maintained for all tools, equipment and PPE in their possession
33. Responsibility to ensure all work equipment and tools in possession is in compliance with all appropriate Health & Safety Policies, Risk Assessments, SSOW's, PUWER and LOLER 98 Regulations and PAT, reporting any defects or losses to the Supervisor immediately.
34. To provide standby emergency maintenance support as part of a rota system.
35. 2 persons will be available on call at one time, First Call for immediate response to urgent defects/breakdowns, 2nd call to provide additional support when required
36. Provide On Call cover for deficiencies due to sickness and annual leave
37. Take ownership until conclusion of any issues through liaising with Fire Service Control Operatives in making accurate decisions to maintain fleet strength. Attend vehicle problems on station, roadside and incident ground, managing contractors, and/or organising the substitution of failed vehicles with reserve vehicles. Work together to ensure consistent cover/fleet strength is maintained
38. To report to the Out of Hours Duty Fleet Manager for advice and guidance concerning any Near Miss/Or Safety related events as they are received to ensure an appropriate response is provided and all required information is gathered.
39. When on call/reserve call, the post holder must ensure the call out vehicle is fuelled and kept clean for effective readiness, to maintain the service image and also to not compromise safety reflective markings.
40. To assist, when called upon, to investigate incidents/defects/accidents out of hours with an immediate response and attendance.
41. All out of hours activities and generated work activities must first be reported to the Workshop Supervisor before next working day activities
42. To be part of an emergency spate condition support team. This includes a requirement for additional staff to be available on standby duty system and provide repair and maintenance support around the clock to duty mechanic at incidents during confirmed spate conditions i.e. forest fires and floods etc. Spate conditions often occur on public holidays and school leave holidays.
43. Deliver and operate the service fuel bowser as directed by Out of Hours Duty Manager
44. The post holder must ensure that they are flexible to complete reasonable work requirements before completing the working day: i.e. staff members should not claim they cannot attend job visits because the completion time may fall outside of normal clocking off time.
45. Upon receipt of 48 hours' notice, each mechanic will undertake up to sixteen hours overtime per month if the business needs require.
46. Be flexible and willing to adapt working patterns in order to fulfil any Business Continuity Management requirements
47. Be available, when required, to attend training courses which may fall outside of normal working times and may require travel and overnight accommodation.
48. Complete and keep up to date all Mandatory Learn Pro Modules
49. Specialist equipment training i.e. Pumps, Rescue Equipment Maintenance, NFCC/DVSA Vehicle Inspection procedures, IRTEC Professional Competence, Vehicle Manufacturer Familiarisation
50. Drive and operate as trained, a range of Fire Service vehicles from cars and small vans, to rigid body Large Goods Vehicles such as

Fire Appliances and Aerial Ladder platforms to a high standard at all times.

51. Maintain required driving licence categories at all times
52. Assist with the movement of vehicles around the service area as and when requested to do so
53. The post holder may be required to undertake additional or other duties as necessary to meet the needs of the Service.

Supervisory Responsibility

Supervise and Co-Ordinate the activities of both civilian and operational staff when assisting with a breakdown or recovery effort.

Provide support and training to apprentices, including the completion of any required progress reports and associated documentation.

Assist with the supervision of new staff and their development in respect of the specialist areas of the job.

Supervise 3rd Party contractors ensuring all work activities follow NW-FRS Safe Systems of work and that such work activities meet the required standards expected, and do not compromise the safety and integrity of any systems fitted to any NWFRS Vehicle or Asset.

Supervise vehicle recoveries to ensure techniques employed limit any damage sustained to NWFRS vehicles or public property

Financial Responsibility

None

Contact Outside Own Section

Communicate with the following parties with a strong verbal and written communication skill:

Officers in charge of fire stations on a frequent basis.

Fire crews on a frequent basis with regard to appliance defect queries.

Fire service control operatives

Contractors, parts suppliers and infrequently members of the public.

Language Requirements

The ability to communicate in Welsh - Level 2 - requires that you can;

Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used. Write short simple notes/letters/messages on a limited range of predictable topics related to personal experiences or own job area.

Employment Checks / Specific Requirements

Standard DBS

Mandatory Training

Mandatory Learn Pro Modules

Specialist equipment training i.e. Pumps, Rescue Equipment Maintenance, NFCC/DVSA Vehicle Inspection procedures, IRTEC Professional Competence, Vehicle manufacturer Familiarisation

Other

Working both indoors within a workshop environment and outdoors. Indoors and outdoors during station visits and call-outs. The post holder may be required to lift and operate heavy items, be subject to dirt or dust, extremes of temperature, work in confined spaces and operate in all weather conditions.

Person Specification

Experience and Competency Required	Essential
	The qualities without which a post holder could not be appointed
	City and Guilds Level 3 Craft Certificate in Heavy Vehicle Maintenance and Repair or equivalent.
	Ability to demonstrate experience in multi make Commercial Vehicle Maintenance and Repair (or possess the ability to achieve this).
	Ability to demonstrate high level of competency in diagnostic/electrical fault finding and rectification using diagnostic equipment.
	Experience of using computers, Microsoft Office packages for Emails, reports and spreadsheets.
	Hold an LGV category C driving licence or possess the ability to achieve it within the 12-month probationary period.
	Experience driving a range of vehicles from small cars to Large Goods Vehicles or possess the ability to achieve this.
	The post holder will be required to work towards achieving, and then to maintain, the IRTEC Certificate of Competence to 'Master Technician' status.
	Ability to demonstrate an in-depth knowledge and understanding of Health & Safety at work requirements relevant to the role including Risk Assessment, Safe System of Work, Coshh, PUWER/LOLER, Manual Handling.
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	HNC in Motor Vehicle related subject or equivalent qualification and/or experience.
	First Aid

Skills	Essential
	The qualities without which a post holder could not be appointed
	Ability to demonstrate an interest and ambition to work in a commercial vehicle maintenance and repair environment.
	Ability to work independently and as part of a team.
	Good organisational skills.
	Ability to meet deadlines and time management requirements.
	High level of communication skills both verbal and written (equivalent to key skills Level 3)
	Flexibility in order to work out of working hours when required (to complete tasks assigned).
	Quick thinking with excellent problem-solving techniques (Ability to work accurately and efficiently under pressure using excellent problem-solving techniques)
	Desirable
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	Knowledge of the North Wales Area and station locations

Other Relevant Requirements	Essential
	The qualities without which a post holder could not be appointed
	Demonstration of a “can do” attitude to the role, and a willingness to find a solution in the face of a vast array of technical and geographical problems.
	Demonstrate a professional attitude at all times.
	A good level of personal appearance and bearing as is reasonably practical for the role.

*Evidence of qualifications will be requested and verified prior to confirmation of appointment

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the essential criteria.

Welsh Language Skills

At North Wales Fire and Rescue Service, we believe that in the conduct of public business in Wales, the English and Welsh languages should be treated on the basis of equality.

We pride ourselves on having taken the issue of language seriously over many years. By acknowledging our moral and legal duties to protect the cultural heritage of the area and to meet the expectations of the local community, we also acknowledge the positive service benefits of conducting our public business in both languages. Saving lives and reducing risk are at the heart of our mission - the language issue is vital to its success.

The Welsh language requirement of this post is a level 2 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
Speaking / Listening	<ul style="list-style-type: none">• Able to understand the gist of conversations in work.• Able to respond to simple job-related requests and requests for factual information.• Able to ask simple questions and understand simple responses.• Able to express opinions in a limited way as long as the topic is familiar.• Able to understand instructions when simple language is used.

A short Welsh assessment will be undertaken at the start of employment and applicants who don't already speak Welsh to level 2 will have 12 months from appointment to the role to attain this.

We recognise that learning a language takes time and commitment and this requirement is in addition to learning a new role and the successful candidate will be supported to achieve the required level.



How to Apply

To apply for this post, all candidates must complete our application form to be considered. The application form can be found on the [Current Vacancies](#) page of our website and completed forms should be submitted by email to recruitment@northwalesfire.gov.wales

Please do not submit your CV with the Application Form, as only the information provided within the Application Form will be used at the shortlisting stage.

When completing your application, please familiarise yourself with the job description and the person specification within this information pack so you understand the essential qualifications, skills and attributes for the role. You will need to demonstrate that you meet all of the essential criteria detailed in the person specification in order to be shortlisted to the next stage. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

It would be helpful if you could let us know in good time if you would like us to make any reasonable adjustments for you.

Make sure you submit your application before the closing date as late applications will not be accepted.

If you have any issues accessing or completing the application form, please contact the Recruitment team:
recruitment@northwalesfire.gov.wales or call 01745 535 281

Further information

If you have any questions regarding this role or would like an informal chat before applying please call Anna Jones or Dafydd Ellis, Fleet and Engineering Supervisors on 01492 562316.

Closing date

12:00 on 18/11/24

We are an equal opportunity employer and welcome applications from all sections of the community. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We welcome correspondence and calls in Welsh and English and we will respond equally to both and will reply in your language of choice without delay. Applications submitted in Welsh will be treated no less favourably than an application submitted in English.



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