

## Job Description

<b>Job Title:</b>	Apprentice Vehicle Technician (LGV or HGV)
<b>Reports to:</b>	Service Manager
<b>Location:</b>	Longtown
<b>Job Purpose</b>	
Undertake level 3 qualification in either LGV or HGV vehicle maintenance, ensuring commitment to learning and applying learned skills to role within the workshop. Supporting the technician team in relation vehicle maintenance activities, including servicing, maintenance, carrying out mechanical and electrical repairs.	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Attend relevant training sessions and classes to acquire knowledge about vehicle systems, engine components, and advanced diagnostic techniques.</li> <li>• Work closely with experienced technicians and other team members to learn best practices and gain hands-on experience.</li> <li>• Learn and develop the ability to diagnose mechanical and electrical issues in vehicles using appropriate tools and equipment.</li> <li>• Assist in performing repairs and routine maintenance on a variety of vehicles, including cars, trucks, and other motorised equipment.</li> <li>• Maintain accurate records of services provided, repairs made, and parts used. Learn to create detailed reports for future reference.</li> <li>• Adhere to safety protocols and guidelines to ensure a secure working environment. Learn about proper handling of tools and hazardous materials.</li> <li>• Stay updated on industry trends, technological advancements, and new vehicle models. Keep abreast of changes in automotive technology.</li> <li>• Ensure that all repairs and maintenance activities meet industry standards and quality requirements. Strive for excellence in every task.</li> <li>• Ensure work area is cleaned after completing work.</li> <li>• Ensure all customers are dealt with promptly, efficiently and courteously</li> </ul>	
<b>Core Responsibilities (applicable to all employees)</b>	
<ul style="list-style-type: none"> <li>• To promote best practice in maintaining high levels of Customer Service</li> <li>• You must comply with all health and safety rules and regulations regarding the health and safety of yourself and others who may be affected by your acts or omissions.</li> <li>• Report any health and safety issue including accidents to self.</li> <li>• Follow all site rules.</li> <li>• You must comply with all relevant legislation.</li> <li>• Undertake such other duties that are required from time to time commensurate with this position.</li> <li>• Promote Wm. Armstrong in line with current company values, beliefs and branding.</li> </ul>	
<b>Direct Reports</b>	No
<b>Internal and External Relationships</b>	
<ul style="list-style-type: none"> <li>• Drivers</li> <li>• Colleagues</li> <li>• Managers</li> <li>• Subcontractors</li> <li>• Customers</li> </ul>	



**Knowledge, Skills and Experience Needed (Essential/ Desirable)**

- A minimum of 5 GCSES to include English and Maths level 4-9 (or equivalent) – ability to undertake key skills prior to level 3 qualification if required.
- Basic understanding of automotive systems and components.
- Willingness to learn and apply technical knowledge.
- Good verbal and written communication skills.
- Ability to interact professionally with team members and customers.
- Demonstrate a proactive attitude and eagerness to learn.
- Take the initiative to assist with tasks and responsibilities.
- Develop problem-solving skills to identify and address issues with vehicle systems.
- Travel to associated classes, with regular overnight stays dependant on qualification undertaking – LGV or HGV.
- Attention to detail.
- Excellent communication skills
- Ability to work on own initiative & part of a team.
- UK driving licence preferred.

**NB:** Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. Work location is subject to discussion with immediate line manager and the requirements of the business.