

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Maintenance Chargehand

Department(s): Fleet Services

Job Holder Reference: MLPR104

No of Job Holders: 19

2. JOB PURPOSE

To carry out servicing and repair work to Scottish Ambulance Service ambulances, National Health Service vehicles and any other vehicles that may require maintenance, from time to time, including income generation work.

The Maintenance Chargehand is a Craftsperson with responsibilities for the supervision of a Workshop and its staff – this may vary from Division as invariably this can be from 1x person to x5 personnel. In effect the Chargehand deals with all the day-to-day activities related to his team servicing and maintaining vehicles and is an essential link to the Fleet maintenance manager in ensuring the efficiency of the workshop.

3. DIMENSIONS

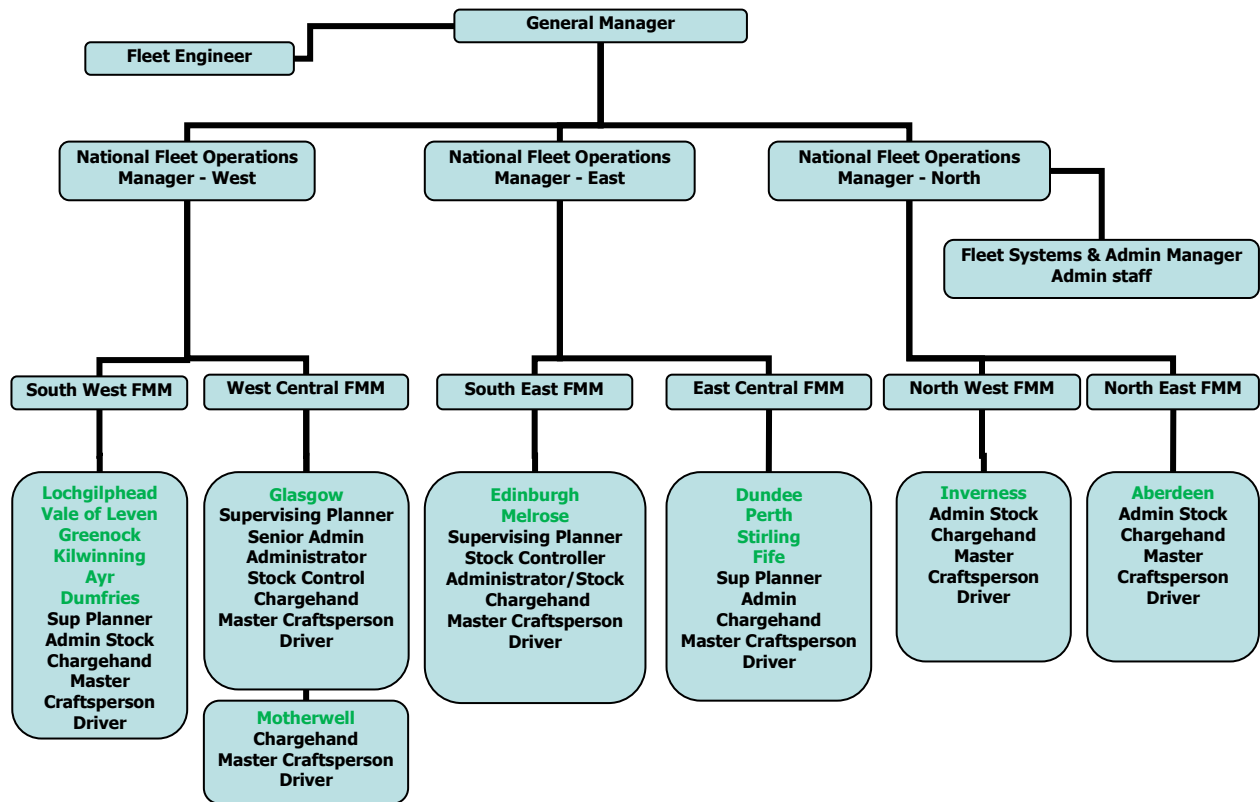
A Maintenance Chargehand will be responsible for ensuring that the installation, servicing and repairs of all vehicles within a facility are repaired to the required standard. This would include the responsibility of quality checking a sample of vehicles that pass through the facility.

Dependant on location has to be able to absorb non scheduled work into the stipulated service regimes – this includes allocating work to staff and dealing with all day-to-day enquiries within the facility. Is expected to carry out a full range of technical repairs as well as balancing the facility systems lead process procedures for which they are responsible.

Dependant on location will have to work on own initiative within the confines of allocated procedure, but most routine repair and diagnosed fault decisions will be made locally. There is at least one Chargehand position in every facility across the country

4. ORGANISATIONAL POSITION

- a) Chargehand – reports to Fleet Maintenance Manager (1 per Division) or Workshop Planner [Day]
- b) Master Craftsperson, Maintenance Craftsperson, Maintenance Assistants, Driver/Handypersons and Fleet Administrators report to the same line Manager.
- c) Chargehand has supervisory responsibility for Maintenance Craftspersons Maintenance Assistants and Driver/Handypersons.



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- 5.1 The Chargehand has responsibility for the attendance, conduct and work performance of maintenance and ancillary staff directly under their control. In a large workshop will have as many as five personnel under their supervision at any one time.
- 5.2 The Chargehand authorises all work carried out in the Workshop and ensures that it is undertaken in accordance with Workshop manuals, Service Engineering Instructions and good automotive practice.
- 5.3 The Chargehand deploys staff, requisitions materials, allocates workshop transport and ensures the security of the workshop's equipment and tools. Allocates on-demand work within the organised schedule [satellites]
- 5.4 Dependant on location will have a responsibility for stock security and day to day issues both from the system and directly onto vehicles. Will have to maintain stock level reconciliation with Divisional administration centres as required.
- 5.5 The Chargehand operates the Computerised Fleet Management System (Tranman) inputting and extracting data to provide:-
 - Local fleet information relating to maintenance information.
 - Supervises job sheets which detail tasks and materials
 - Looking after local Inventory via stock reconciliation exercises as directed
 - Workshop throughput to meet the scheduled and allocated work.
 - Vehicle maintenance histories
- 5.6 Being responsible for the effective implementation and monitoring of Health and Safety and Risk, and taking account of existing preventative and precautionary measures, the job-holder shall ensure adequate risk assessments are carried out which consider all groups of employees or any others likely to be effected. This will include identifying workers who might be at particular risk and addressing what actually happens in the work place.
- 5.7 Ensuring that all staff are aware, through induction, instruction and training, of their responsibilities for compliance with safe working practices, service Health and Safety and Risk policy and current legislation.
- 5.8 As well as a working knowledge of the Fleet System (Tranman) related to workshop jobs, will also be required to take up aspects of stock related duties in absence situations or where resource and geographical location permits.
- 5.9 In a busy Income generation/shared services vehicle contract environment has to be conversant with the Service Level Agreement arrangements ensuring that we are meeting our daily commitments. This would include vehicle security if the vehicle is kept overnight and liaising with various levels of emergency

service personal to ensure the efficiency of the daily operation.

5.10 May be a member of the SORT/CBRN callout team and will undergo the relevant training and be on a rotation register for out of hours callouts.

5.11 The Maintenance Chargehand additionally performs the hands-on technical duties of a Master Craftsperson role, requiring the technical skill competency, in order to be able to perform the duties of that post.

Undertakes all other supervisory duties that are deemed reasonable in the context of the job profile and support the operational service provision.

Induction Standards and Code of Conduct

Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are attached (further copies can be obtained on-line at: www.workinginhealth.com/standards/healthcaresupportworkers or from your Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be breach of an essential term of your contract, allowing us to terminate with or without notice.

6. EQUIPMENT AND MACHINERY

Equipment and machinery includes:

Must be fully conversant with the operation and use of the following equipment and machinery and its applied daily use which includes:

Vehicle hoists, axle stands, jacks, grinders and special tools for more involved work.

MIG Welder, Oxygen/Acetylene torch, chemical washer and vehicle parts press.

A high level of technical awareness is required to effectively operate the Bosch KTS vehicle diagnostic equipment when required. Must be conversant with auto electrical systems in order to gauge the most efficient directed repair.

Service communications equipment as required and to be familiar with all the in-cab technology hardware that is currently deployed in frontline vehicles.

Service Ancillary equipment that is maintained and services includes;-

Ferno Trolley Bed - hydraulic

Ibex Chair

Stair Climber – automated.

Manger Elk – lifting cushion.

Access Ramps – Manual/Hydraulic

Heaters

Aircon

Electrical Switch Gear – Carnation Electronics

Suspension Units – Hydraulic/Air/Mechanical

Is also responsible to the Fleet Maintenance Manager for the safety and service checking of all machinery and equipment in the workshop.

Where trained is responsible for H&S audit of all machinery and equipment within the workshop environment.

7. SYSTEMS

Will be expected to have a working knowledge of Tranman system related to vehicle maintenance and review service history as required. Will be responsible for initiating all jobs within the facility and ensuring that allocated repairs have been uploaded by Vehicle Technicians in Tranman in accordance with the set procedures.

Will be expected to access technical information systems as required from stand-a-lone desktop and download information.

Will be expected to be fully conversant with all engineering systems that are related to an electronic interface and competently use diagnostic equipment as supplied.[see list in section 6]

Will need to be conversant with office equipment and will have to be able to interface with web portals to access defect information relating to station defects.

Needs to have knowledge of specialist equipment on vehicles such as: Radio systems, In cab Technology, defibrillator, Carnation Control system, charging systems and related ancillary equipment that interface off these systems.

8. DECISIONS AND JUDGEMENTS

Must be able to diagnose and assess a range of different vehicles with varying degrees of complexity due to design. Will take responsibility for the allocated repair to a recognised technical standard and approve its roadworthy condition post repair normally finalised by road testing.

Makes decisions in relation to the replacement of parts in relation to the potential use of the vehicle between services outside of major components that need managerial approval.

Is expected to determine whether part is warranty or chargeable and apply the necessary procedure to ensure that this is followed through with the designated person responsible in the workshop.

Ensures that the allocated 'operational equipment' is checked where appropriate and serviced to the guidelines supplied by the manufacturer. Must be conversant with technical service scheduling and aware of allocated time frames for component replacement.

Must be fully conversant with the specialist instructions relating to the additional equipment fitted to a wide range of vehicles on the fleet and relate to the year of manufacture for changed specification.

Must make decisions and judgements when working on own (assess risks associated with the job they're doing) this is especially important when utilising technical skills in supporting out of hours operations as prioritising work is paramount based on technical feedback and type of repair needed.

Has to balance the daily throughput of the workshop with the resources at his disposal and is expected to supervise and direct staff in their daily workshop duties. Will have to make decisions regards the effective throughput of vehicles in the workshop that relates to the re-allocation of resource.

Where excessive cost or unreasonable downtime is expected has to use judgement and liase with the Fleet Maintenance Manager as appropriate and be aware of delegated budget constraints.

Is expected to work on own initiative especially in remote sites and when on evening shifts in the larger central belt areas.

Will be expected to carry out designated additional responsibility when the Fleet Maintenance Manager is on annual leave or absent from the Division.

9. COMMUNICATIONS AND RELATIONSHIPS

Communicates with colleagues, ambulance crew, managers, external suppliers and on occasion external customers

Is expected to liase with external contractors and Shared Services partners on a range of vehicle service and maintenance matters in keeping within the comprehensive Service Level Agreements.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical skills – good driving and manual handling skills are essential, as they are an integral part of the job. Blue light driving may be required to respond to SORT incidents. Good health is essential.

Physical Effort – manoeuvring/driving wide range of vehicles. Operating a wide range of specialist equipment. May be required to work in a range of difficult conditions which would include; temporary cramped access to effect a vehicle repair, inclement weather conditions when delivering a mobile service, variable local conditions that may be heat, dust, dirt related dependant on the job undertaken.

Will have to manhandle vehicle parts, within health and safety manual handling guidelines, where the use of lifting equipment is impractical. The job by its nature is physically demanding and requires good stamina.

Mental Demands – The job by its nature is mentally demanding due to technical problem solving and requires a high degree of concentration to effect proficient repairs and supervise staff.

Health & Safety risks could be severe if safe working methods are not strictly applied through the various stages of affecting a repair. Workload will fluctuate meaning periods of high demand, occasional interruptions to attend breakdowns or move on to other high priority work means that retained awareness of pending jobs needs to be high.

Emotional demands – minimal except in the case of responding to major incidents. Possible exposure regards staff interaction if difficult circumstances develop with individual staff members – due to 1st line supervisory remit.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Dealing with the pressure of providing vehicles within an emergency service. Conflicting priorities between emergency vehicle work and providing good service to external customers (income generation).

Supervising a small team, with all the associated issues, e.g. holiday allocation, manpower cover, etc, and working within time constraints – with the modern demands of systems interaction now placing more demand on individuals and calling for a wider range of skills.

Ensuring that service and repairs are carried out to a consistently high standard that includes overseeing technically demanding workmanship to a mixed vehicle fleet, that meets both the service and industry accredited standards. Dealing with conflicting priorities between emergency vehicle work and providing good service to external customers (income generation) where they arise.

Due to resources in locations will be expected to cover annual leave and sickness absence, which will place additional demands on a person dependant on the directed demands.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Must have served an approved apprenticeship that has a vocational college based syllabus and had either exposure or additional relevant experience in the more complex mechanical engineering maintenance of both diesel and petrol LCVs and cars.

Essential to hold a full category B licence and hold or attain driving licence categories C1 and D1 [under review].

In the case of a Chargehand will have carried out an approved range of specialist technical vehicle training relating to a wide range of Service frontline vehicles.

Will have demonstrated the ability to take on a supervisory role and related responsibilities and will have carried out an approved range of specialist technical vehicle training relating to a wide range of Service frontline vehicles and ancillary equipment.

This is very Service specific and specialised and requires up to two years of application or equivalent exposure by a qualified vehicle craftsperson to gain the wide range of applied skills and knowledge to enable a full technical awareness and applied mechanical engineering skill. Would need to demonstrate the same level of technical competency as Master Craftsperson to the same skills testing standards as applied.

Specialist Training & Knowledge

Electrical Systems – Merlin, Carnation
Suspension Units – VB Suspension, Gliderite, Lateral
Service Vehicle Ancillary Equipment – Ferno, Paraid, Mangar, Stryker
Operational In Cab Equipment
Diagnostic Equipment – Manufacturers Diagnostics, KTS, Bosch, Suspension Diagnostics
Manufacturer Specific Vehicle Training – Mercedes, VW, Ford, Renault and Peugeot

Desirable

Blue light driving as required
MOT tester for Class 4 & 7 vehicles – to VOSA legislative approved requirement

13. JOB DESCRIPTION AGREEMENT

Job Holder’s Signature:

Head of Department Signature:

Date:

Date: