

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Master Craftsperson

Department(s): Fleet Services

Job Holder Reference: MLPR412

2. JOB PURPOSE

To service and maintain a mixed fleet of Ambulance service vehicles to the highest standards in accordance with the manufacturers and/or Scottish Ambulance Service schedules. This may also include external contract work for income generation.

3. DIMENSIONS

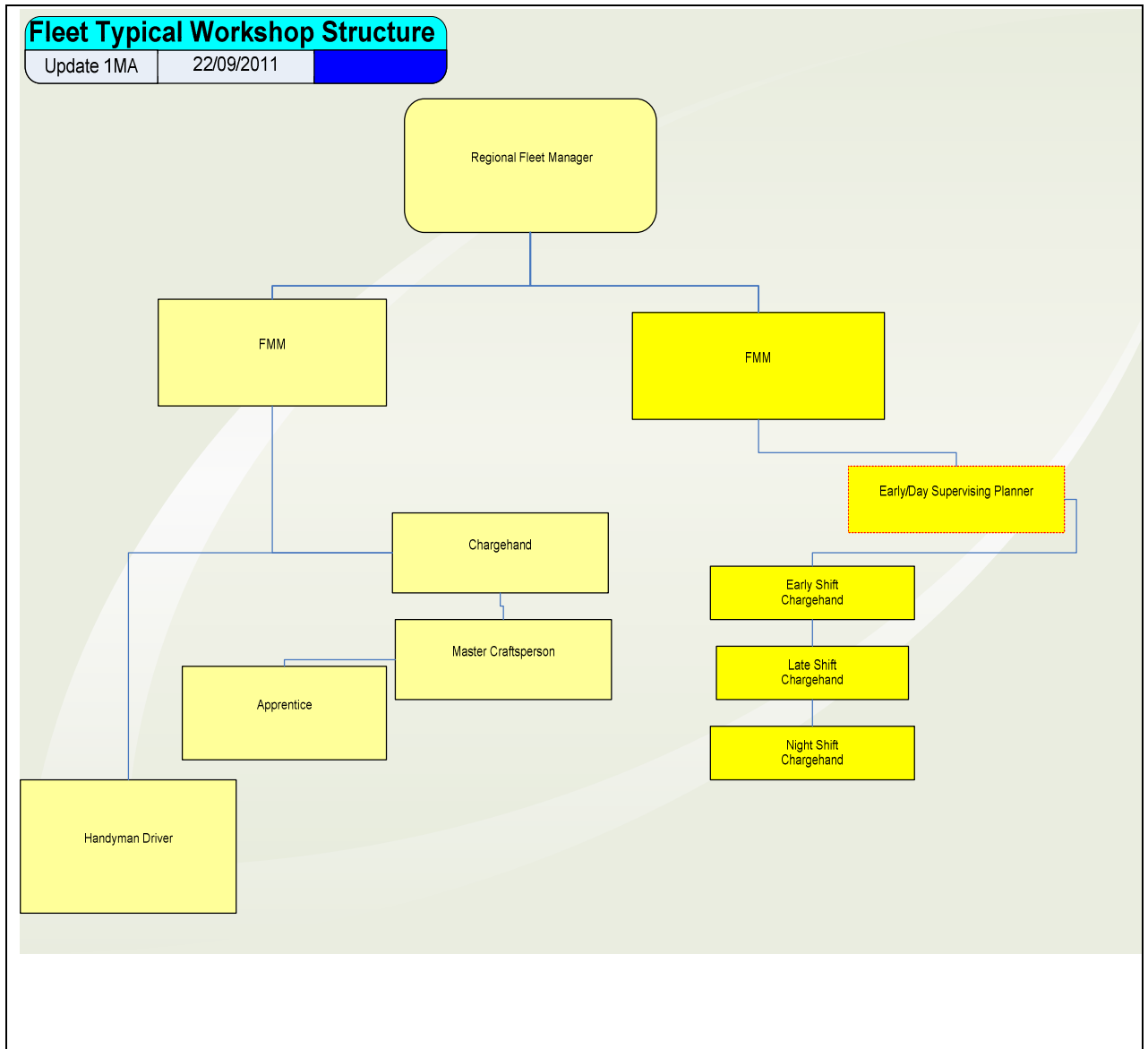
Provides a specialist service that installs, services and repairs a wide range of mixed diverse vehicle fleet of which they need to be fully conversant with all variants.

Master Craftsperson are allocated across the country in a variety of shift patterns and out of hour's coverage. The size of facilities varies from one technical grade person up to nine in our largest facility. The expectation is that an individual can be deployed across a wide area to effect repairs and often has to work on their own initiative especially when supervisors are absent.

The overriding technical factor associated with the job is that a vehicle can have a myriad of complications associated with a repair, the Craftsperson's primary role is to ensure that these defects are diagnosed correctly and a repair is effected that is hundred percent as there is no margin for error in providing fit for use front line patient carrying vehicles.

4. ORGANISATIONAL POSITION

- a) Vehicle Technician – reports to Maintenance Chargehand (supervisor planner) and is ultimately responsible to Fleet Maintenance Manager (1 per Division)
- b) Maintenance Assistants and Driver/Handypeople report to the same line above
- c) Apprentices will now report to the nominated Master Craftsperson



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- 5.1 To take instruction from the Maintenance Chargehand and the Fleet Maintenance Manager in the pursuit of the maintenance of all the vehicles which are to be maintained by the workshop.
- 5.2 To carry out servicing, maintenance and repair work to Scottish Ambulance Service vehicles, National Health Service vehicles and any other vehicles which may require maintenance, from time to time, without the need for supervision as in the case of weekend working.
- 5.3 To carry out this maintenance work within professional accredited standards and Scottish Ambulance Service Quality Guidelines that confirm to a specialist technical engineering grade and conform to recognised industry standards
- 5.4 To recognise that recurring faults on vehicles need to be highlighted and linked with research and development initiatives collated by the fleet support engineer. This requires all types of reworked engineering instructions to be carried out with technical feedback.
- 5.5 To carry out all necessary complex technical mechanical engineering procedures and completion of all necessary documentation related to a job – which includes accessing complex technical data as required for in depth problem solving and diagnostic assessment.
- 5.6 To act as a nominated mentor for apprentices that includes planning work for college based assessments and reviewing the subsequent portfolio and addressing shortfalls in technical knowledge. Training the Apprentice in all aspects of mechanical engineering and ensuring that the individual has understood and can apply the skill to an acceptable vocational standard.
- 5.7 Assists line manager(s) as required with risk assessment of tasks carried out and ensures that safe working practices are followed at all times in line with Service Policy and current legislation which includes;-
- Ensuring that any accidents, near misses or hazards are reported immediately to line manager using the Health & Safety Accident & Incident Reporting Form, the Vehicle Accident Report Form and/or REPD Incident Report Form as appropriate.
- Where directing Apprentices in mechanical engineering tasks that strict H&S working practices are rigidly communicated and enforced.
- 5.8 Attend to vehicle breakdowns and accidents, as necessary and be part of the on-call out of hours rotation programme. This includes having to work unsupervised and liaising with operational management and the Strategic on call manager to advise on vehicle repairs and related prioritisation as necessary.

- 5.9 Attend a range of technically in-depth training courses that are essential for fleet technical knowledge and disseminated skills to colleagues and act as a focal point for accredited specialist manufacturer training.
- 5.10 Where supplied must be able to use modern vehicle diagnostic equipment to diagnose and fault find during repair, service and maintenance of vehicles. Auto electrical knowledge is essential given the design application of A&E vehicles.
- 5.11 Report vehicle damage or unusual occurrences to the Chargehand as and when they arise and to be able to advise and effect local repairs within stipulated guidelines.
- 5.12 Where appropriate commission vehicles for operational use including internal fitments, light bars and ancillary lighting. To demonstrate a high level of auto electrical awareness and related technical ability.
- 5.13 To be part of the Emergency standby cover for weekends and Special Operations – this includes being fully conversant with all the specialised mechanical equipment and being able to effect repairs as necessary in a demanding environment.
- 5.14 Where appropriate may be asked to stand-in for the maintenance Chargehand on a short term basis for annual leave and sickness cover. This would include having to take on a range of tasks designated around vehicles repair prioritisation and allocated throughput.
- 5.15 To appreciate the special responsibilities that fall upon the Fleet Services Department in its responsibility to provide a reliable and good condition fleet of ambulances, and to recognise the special needs and requirements of an emergency service
- 5.16 In larger areas will already be working shifts in relation to the operational demands within the Division, which may be extended to other localities. Will be on an on-call rota system where appropriate. This includes rostered weekend working where extra responsibilities in relation to opening the workshop and mobile procedures will be prevalent.
- 5.17 Where applicable to accept delivery of any parts and sign for invoices and delivery notes in the event that there is nobody else to sign for the goods. Where working in isolation will have a responsibility to ensure that stock is booked out appropriately and store room is kept secure.
- 5.18 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

Must be fully conversant with the operation and use of the following equipment and machinery 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 comprehensively operate the Bosch KTS vehicle diagnostic equipment when required.

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 serviced 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

7. SYSTEMS

Will be expected to have a working knowledge of Tranman system vehicle maintenance history and review service records as required. Will be responsible for uploading all job repair descriptions on Tranman and closing the job for the next administrative process.

Will be expected to access technical information systems as required from stand-alone 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 a knowledge of specialist equipment on vehicles such as ;- Radio systems, In cab Technology, defibulator, Carnation Control system, Charging systems and related ancillary equipment that run 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 given the potential use of the vehicle between services. Will notify major component failure for managerial replacement approval.

Is expected to determine whether a 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.

Will have to access and make decisions about what an apprentice is competent to carry out in the daily undertaking of assessment and duties. Also will require the ability to pass on knowledge and experience to an apprentice to support their development which will require keeping own knowledge regularly updated in line with recognised automotive industry standards.

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 any 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.

9 COMMUNICATIONS AND RELATIONSHIPS

Communicates with colleagues, ambulance crew, managers, external suppliers and on occasion external customers and where designated with apprentices and associated allocated head of the College engineering department.

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. Also the variable local conditions that may be heat, dust, dirt, oil related dependant on the job undertaken.

Will have to manhandle vehicle parts which will be of varying weight up to 30kg albeit within controlled conditions and 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.

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 cases where some form of emergency response is required.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Carrying out a consistently high standard of technically demanding workmanship to a technically complex 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 have driving licence categories C1 and D1 [under review]

A Master Craftsperson will have carried out an approved range of specialist technical vehicle training relating to a wide range of Service frontline vehicles and ancillary equipment. Will need to have a recognised accreditation to the range of technical skills that would include skills testing to the assimilated technical profile.

This is very Service specific and specialised and requires up to two years of application or relevant exposure by a qualified vehicle craftsman to gain the wide range of applied skills and knowledge to enable a full technical awareness and applied mechanical engineering

<p>skill.</p> <p>Ability to pass on knowledge and experience to an Apprentice to support their development to NVQ standard. As well as keeping own knowledge regularly updated in line with recognised automotive industry standards.</p> <p>A good understanding required of how all of the specialist equipment interfaces together and the implications and effects that each of the systems can have on each of the other systems.</p> <p>Specialist Training & Knowledge:-</p> <p>MOT tester for Class 4 & 7 vehicles – To be carried out to VOSA approved legislative standard. Electrical Systems – Merlin & Carnation Suspension Units – VBS, Glyderite, Lateral Service Vehicle Ancillary Equipment – Ferno, Paraid, Mangar Operational In Cab Equipment Blue light driving as required Diagnostic Equipment – KTS Bosch; Ford IDS; Diesel Heater; Suspension; Amp, ohm, and volt meters Manufacturer Specific Vehicle Training – Mercedes, VW, Ford, Renault, Peugeot, Ferno, Carnation, Merlin, Lateral, Eberspacher, VB, Gliderite, Mangar, and Work Plans for Apprentice Training</p>	
<p style="text-align: center;">13. JOB DESCRIPTION AGREEMENT</p> <p>Job Holder’s Signature:</p> <p>Head of Department Signature:</p>	<p>Date:</p> <p>Date:</p>