

CAFFYNS PLC
JOB DESCRIPTION

JOB TITLE:	Apprentice Vehicle Technician
LOCATION:	Worthing Volvo
DEPARTMENT:	Service
HOURS OF WORK:	As agreed with the branch. Usually between 8.00am and 5.00pm Monday to Friday
SALARY:	Dependent on age and in line with current wage legislation

BEFORE APPLYING

Please read through the Application Help Sheet below before uploading your CV.

The job description and person specification follows this guidance.

Apprentice Application Help-Sheet

Thank you for your interest in our award-winning Apprenticeship Scheme.

We have outlined the requirements below as guidance notes.

1. Read through the job description.
2. Read through the person specification. (Several points on the person specification will be scored as part of our short-listing process for interviews).
3. Using the guidelines available on the website in conjunction with this help sheet, submit your cv giving as much detail as you can to demonstrate how you can meet each of the requirements of the person specification using examples. These may not always be work related as often applicants have not yet started work, but you may be able to demonstrate using examples from school, hobbies, projects etc.

Please **include the grades and subjects** for each qualification gained.

If you have not yet taken your GCSEs please **include your predicted grades and subjects** for each qualification being taken, stating clearly that they are predicted grades.

NB: Short-listed candidates may be invited to a first interview and key skills test at Caffyns plc, Saffrons Rooms, Meads Road, Eastbourne, East Sussex, BN20 7DR, or at the relevant dealership.

MAIN PURPOSE OF JOB:

To carry out practical and theory work in a professional manner to complete and pass the Apprenticeship to the required level of the apprenticeship programme.

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

Aftersales/Service Manager

1.2) Relationships with:

Workshop staff

Service staff

Warranty Administrator

Cleaner/Drivers

Customers

General Manager

Human Resources staff

Other branch Staff

2) OBJECTIVES AND KEY TASKS:

To carry out all work efficiently and accurately in accordance with Company and Health & Safety procedures.

To adopt a 'right first time' approach to work carried out either at college, academy or in the workplace.

To ensure parts for warranty claims are cleaned and free from oil and water, identified and returned to the parts department.

To ensure that due care is taken at all times when working on customers' vehicles.

To be conversant with the manufacturers technical literature and equipment.

To maintain and develop skill levels in all aspects of vehicle repair and maintenance.

To create a safe environment by keeping the work area clean and tidy at all times.

To ensure that vehicles comply with safety regulations and any defects must be clearly noted on job cards.

To discuss repairs with customers when required in a courteous and helpful manner.

To notify the Aftersales/Service Manager immediately of any damage or fault to any technical equipment in the workshop, tooling or to customers property.

To make full use of any tools or equipment to improve workshop efficiency and customer service levels.

To make sure any tools and equipment are used correctly, and any special tools are returned as soon as possible after use.

To accurately 'clock on' and 'clock off' time cards throughout the day and make sure all the job numbers are entered on the card before 'clocking off'.

To ensure that job cards are written up when the job is complete, including clear and concise reasoning as to why a component/components has/have been changed.

To ensure the use of car protection, i.e. wing covers/seat covers/floor mats and to keep the area around the work bay and ramp area clean at all times.

To ensure that any vehicles parked outside are securely locked and alarmed (where possible) making sure that keys are not left in the vehicle, but locked in the secure key cupboard.

To remain conversant with product knowledge and to read all service bulletins when issued.

To maintain excellent levels of attendance at college or the relevant academy.

To attend any other training as required to ensure the highest levels of knowledge.

NB: Subject to certain criteria, part of the role of an Apprentice Vehicle Technician will involve the need to move cars about the site and also the ability to take vehicles on test drives accompanied by a qualified technician or line manager to ensure they are running correctly before handing back to the customer.

It is therefore a requirement that a full driving licence is held upon completion of year 2 of the Apprenticeship.

All Apprentices:

As a Caffyns Apprentice, you are expected to complete your apprenticeship, and associated certificates to the required level within approximately two years of your start date, or sooner if possible.

You are required to attend your places of work and study punctually at all times, and explain absences/lateness to your tutor and to your Line Manager. Absences from your place of study or work should be notified by your normal start time by telephone to both your college/academy and your Line Manager in line with the sickness absence reporting procedure.

As representatives of Caffyns, you are expected to behave responsibly at all times, acting with respect and courtesy towards your colleagues, tutors and other students.

You are required to complete and submit all work required to your college/academy or assessor by the set dates. This includes any assignments and coursework required as part of your portfolio or your college/academy based learning.

You must only present your own work for assessment. Presenting other people's work or allowing others to use your work may result in disciplinary action.

You are required to take responsibility for your own learning both at your workplace and at your place of learning and find out what is expected of you while on the course to successfully complete your apprenticeship within the designated timeframe.

You are required to let your Line Manager know immediately of any situation, at work, or at your college or academy, which has an impact on your progress.

You are required to take responsibility for finding out about times and dates of examinations and assessments, registering for them, and abiding by all exam and assessment rules and regulations.

You are required to read and sign a Service Level Agreement which will outline the responsibilities of the Company, the learning provider, and the apprentice during the apprenticeship period.

3) COMMUNICATION:

To maintain good communications with all branch departments, staff, customers, college/academy and Human Resources as requested.

4) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder including any other duties commensurate with the post as requested by the Aftersales/Service Manager or General Manager.

5) CONFIDENTIALITY:

All information relating to customers, employees, and the business, is to be treated confidentially in line with Company policy and procedures.

6) HEALTH AND SAFETY:

Caffyns has an obligation under the Health & Safety at Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

All employees must read and adhere to the relevant sections of the Caffyns plc Health & Safety procedure.

Please be aware that Caffyns plc operates a no-smoking policy.

7) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the Contract of Employment and Company policies and procedures, as amended from time to time and as governed by statute.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

**Apprentice Vehicle Technician
Created by Human Resources
January 2018**

Caffyns plc
Person Specification
Apprentice Vehicle Technician

QUALIFICATIONS

Essential

Passes or predicted passes in a minimum of **three GCSE's at Grade 'C'** or above including Maths, English and Science, or equivalent Functional Skills to Level 2.

Full driving licence to be already held or to be gained in line with achievement of year 2 of the apprenticeship.

KNOWLEDGE

Essential

Basic knowledge of IT to include Word, Excel, Outlook Express and Internet.

Desirable

Basic understanding of the Apprenticeship Scheme.

Demonstrate an interest in Caffyns as a Company.

SKILLS REQUIRED

Essential

Ability to work in a customer focused manner.

Ability to actively seek clarification and advice.

Good organisational and time management skills.

Ability to carry out tasks using own initiative.

Ability to communicate face to face, on the telephone and in writing.

Ability to make a positive contribution to the team.

Flexibility.

Desirable

Knowledge of the retail environment, trade custom, stock control, customer service etc.

Evidence of employment, work experience, study, hobbies or projects in which knowledge and/or hands-on practical skills have been gained, i.e. working on motor vehicles, motorcycles, bicycles, engines etc.

ATTITUDE

Essential

Willing to adapt to the requirements of the apprenticeship, i.e. attend college/academy and complete all assignments.

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