



## Light Commercial Vehicle Technician, Coulsdon Vehicle Workshop - John Lewis

### Partnership Level 9

#### Reports to

SM Coulsdon Vehicle Workshop

#### Direct and Indirect Reports

No direct reports

As a Partner in a unique business, you will share in the responsibilities of ownership as well as its rewards. Partners in the business deliver this through the following commitments:

- **Taking responsibility for our business success**  
We take responsibility to deliver the right experience for all customers and generate profits for us all to share
- **Building relationships powered by our principles**  
We build relationships based on honesty, respect and encouragement. We expect these behaviours of each other and demonstrate them at all times
- **Creating real influence over our working lives**  
We take opportunities to develop ourselves, balance work and life priorities and offer personal support

Click [here](#) to see the expected behaviours for these commitments.

#### Job Purpose

To carry out scheduled repair and maintenance of the Waitrose E Commerce Vehicle fleet based at Coulsdon and outlying branch vehicles, in a professional and competent manner. Providing technical support to the on site transport department and Local Waitrose and John Lewis branches.

#### Accountability

- To carry out scheduled repair and maintenance of the on site E commerce light commercial fleet.
- To carry out repair and maintenance of outlying commercial and light commercial vehicles for John Lewis and Waitrose branches and CDHs
- To ensure that all relevant Inspection/service, job cards and defect documentation is filled in correctly and signed off in accordance with Operator licence conditions and DVSA guidelines.
- To be conversant with IT systems such as Fleetplan, Service Rapido and relevant vehicle truck and van diagnostic systems.
- To adhere to health and safety measures on site and roadside.
- To attend breakdowns remote from the centre of operations in a safe and responsible manner taking due consideration for lone working guidelines.
- To take ownership of personal and technical development with support and guidance from team leaders
- To participate and provide input towards the continuous improvement of the department such as best working practices and safe use of equipment.
- To provide feedback and suggestions for technical improvement of the fleet.
- To Liaise with and support peers by sharing information.
- To attend manufacturers technical training updates.
- To keep abreast of new developments within the commercial vehicle repair industry.
- To ensure that work area is kept clean and tidy at all times.
- To account for own time, to be pro active and efficient when working within the workshop.
- To work as part of the team and assist others where required.

#### Measure

- Delivery of an efficient Commercial vehicle maintenance operation within agreed budgets
- Vehicles repaired to schedule and legally compliant
- To agreed standards
- Stakeholder feedback
- Mot Scores
- Vehicle downtime
- OCRS scores
- Roadside encounters (DVSA)
- Clean and Efficient workshop operation
- Mandatory site training completed and kept up to date
- Technical competency
- Technician efficiency in line with department KPI

	<i>Essential</i>	<i>Desirable</i>
<b>Qualifications</b>	City and Guilds 1,2,3 Vehicle technician or NVQ/QVS equivalent qualification. Driving Licence	Good interpersonal and IT skills
<b>Experience</b>	A proven background in light commercial vehicle repairs	

**Relationships**

*Internal.*

*External.*

*Workshop Management team, Transport and Warehouse manager, Business Partners. Fleet engineering team, Drivers*

*Maintenance providers, Workshop service managers and parts suppliers.*

**What you should know about the job**

Role Location Coulsdon

CRB check required? Y/N, No