

Job title:	HGV Technician
Department:	Aftermarket
Reports to:	Contract Manager
Responsible for:	n/a
Location:	Hillingdon
Hours of Work:	45 hpw, 9 hours per day to cover contract between 06:00 and 18:00 Monday to Friday
Closing date:	

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. All employees of our organisation are asked to represent our core values in all their business dealings, and candidates are required to demonstrate their understanding and commitment to representing these values. Our core values are Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

To carry out the repair, maintenance and servicing of customer vehicles, ensuring all work undertaken is in accordance with company quality levels.

Main Duties and Responsibilities:

Repair of Specialist Vehicles

- Carry out fault diagnosis on chassis and mounted equipment
- Ensure repair's and servicing is conducted to a high standard (VOSA Standards)
- Preparation of vehicles for MOT inspection
- Compliance with Department of transport specifications when appropriate
- Carry out body and chassis repairs as necessary
- Ensure jobs are completed to company standards and instructions
- Completion of work in a timely and efficient manor, including any additional work is identified and completed.
- Complete all relevant paperwork on completion of any work conducted.
- Enter all appropriate information directly into the DE computer systems

Job Management

- Work at customers' and company premises as well as in other areas.
- Liaise and communicate with customer's in a professional manner
- Ensure vehicle maintenance work is conducted as per schedule.
- To work with a minimum amount of supervision at customers' premises
- Accepts responsibility and ownership for managing contract on a daily basis.



- Maintain good house-keeping practices at customers' premises and in DE workshops.
- For chargeable work ensure authorisation is obtained and completed to Company quotes, local contractual agreements or refer to Management for advice.
- Undertake Product, Health and Safety training and in all related subjects to enhance skills and knowledge.
- Carry out any reasonable request by management.
- To carry out administration and other work in connection with Company activities as appropriate.

Quality & Customer Satisfaction

- General compliance with Company procedures in support of our ISO9001 accreditation
- Maintain quality of work at all times within ability and skill set.
- Request assistance when task is outside ability, skill level or training experience.
- Ensure repairs are completed to customers' requirements.
- Customer care – use all reasonable endeavours to provide the best possible service to our customers
- Complete fully all required records and documents and ensure their return to Service Centre if required.

Health and Safety

- Responsible for personal Health and Safety both on Dennis Eagle Ltd sites and customer premises and when travelling to and from.
- Subject to any and all sites' Health & Safety procedures and especially in respect of other persons in the vicinity.
- Subject to and/or following suitable training, to be able to carry out own risk assessments of work and ensure safe working practices are being carried out at all times
- Ensure that all daily duties are carried out in accordance with Company published H&S procedures
- Use the appropriate Personal Protective Equipment (PPE) at all times and ensure that it is serviceable or replaced.
- Highlight possible areas of risk and assist/report any potential hazards
- Assist Manager in occasional activity H & S Audits when on customers' sites

Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

Dennis Eagle Ltd is an equal opportunities employer and we welcome applications from all candidates.

If you have any queries or would like to apply for the role, please contact Alice Walden
alice.walden@dennis-eagle.co.uk



INVESTORS IN PEOPLE™
We invest in people



Criteria	(E)ssential/ (D)esirable
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Knowledge	
• Commercial vehicle repair and servicing	
• Using a Fleet Management system or Workshop IT system	
• Working knowledge of vehicle technology systems	
• An understanding of compliance and associated Health & Safety requirements	

Experience	
• Previous experience in a similar role	
• Maintenance and repair of RCV's or similar vehicles	
• Experienced working on electric vehicles	

Education / Qualifications	
• NVQ, City & Guilds, or equivalent Level 3 qualified in Heavy Vehicle Service and Maintenance, or time served	
• Completed an apprenticeship in the HGV industry	
• IRTEC qualification	
• Trained to inspect vehicles to DVSA standards	
• Volvo Tech Tool trained	
• Allison transmission trained	
• HGV class 2	

Job-related skills & abilities	
• Proven diagnostic and fault finding skills	
• Understanding of electronics and hydraulics	
• Ability to read and understand wiring diagrams	
• General level of computer literacy and administration	
• Customer service	
• Ability to problem solve and work under own initiative	
• Ability to communicate with others effectively	
• Ability to compile formal reports on technical issues	

Other requirements	
• Monday to Friday, 45 hrs - Flexible	
• Overtime as and when required, ability to cover a callout rota	
• Ability to enter/exit bodies and hoppers. Occasional heavy lifting required.	
• Ability and willingness to travel throughout the UK when required	
• Must complete a trades test during the recruitment process	
• Must supply own comprehensive tool kit	

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____ Employee signature _____ Date _____

Manager name _____ Manager signature _____ Date _____

