

Job title: Mobile Vehicle Technician

### Core information

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| <b>Location:</b> Bracknell ▾                      | <b>Lines of business or shared capability area:</b>       |
| <b>Reports to: ASM &amp; SM Vehicle Workshops</b> |   |
| <b>People Management:</b> No ▾                    |   |
| <b>Assignment Management:</b> No ▾                |   |
| <b>Partnership Level:</b> Partnership level 9 ▾   | <b>Manager's Partnership level:</b> Partnership level 8 ▾ |
| <b>Number of direct reports:</b> None             | <b>Partnership level(s) of direct reports:</b> None ▾     |

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

**Critical purpose of the role** - To carry out mobile repairs of the Waitrose E Commerce Vehicle fleet and customer delivery vehicle fleet at outlying branches and in a workshop environment, in a professional and competent manner. Providing technical support to the on site transport department and Local Waitrose and John Lewis branches.

### Primary Outcomes & Accountabilities

- 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 Key2, 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.

### Measures of success

- 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



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| <ul style="list-style-type: none"> <li>• To take ownership of personal and technical development with support and guidance from team leaders</li> <li>• To participate and provide input towards the continuous improvement of the department such as best working practices and safe use of equipment.</li> <li>• To provide feedback and suggestions for technical improvement of the fleet.</li> <li>• To Liaise with and support peers by sharing information.</li> <li>• To attend manufacturers technical training updates.</li> <li>• To keep abreast of new developments within the commercial vehicle repair industry.</li> <li>• To ensure that work area is kept clean and tidy at all times.</li> <li>• To account for own time, to be pro active and efficient when working within the workshop.</li> <li>• To work as part of the team and assist others where required.</li> </ul> |  |
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| <p><b>Skills</b></p> <p>A proven background in light commercial vehicle repairs</p> |
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| <p><b>Qualifications &amp; Experience (where applicable)</b></p>  |
| <p>Essential</p> <ul style="list-style-type: none"> <li>• City &amp; Guilds 1,2,3 Vehicle technician or equivalent qualification</li> <li>• Full UK Manual Driving Licence</li> <li>• Knowledge of commercial vehicle legislation and roadworthiness</li> </ul> |
| <p>Desirable</p> <ul style="list-style-type: none"> <li>• IRTEC</li> <li>• LGV C+E Driving licence</li> <li>• EV experience</li> </ul>  |

| Version | Created/updated by | Date     |
|---------|--------------------|----------|
| 1       | Martin Broadway    | 22/05/26 |