



TECHNICAL SUPPORT ASSISTANT

BACKGROUND INFORMATION

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget in excess of £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. These DBS checks will be renewed throughout employment.

This post is within the Technical Services Department, which includes Fleet Management, Transport, and Workshops. The Department is responsible for providing specialist support to AF&RS to enable it to achieve its corporate objectives, targets and service requirements.

The post is based at AF&RS Technical Centre in Nova Way (Avonmouth, Bristol), and reports to the Workshop Manager/Supervisor. By providing technical support and working as part of a skilled integrated team, you will ensure that customer/client needs are met within set deadlines, whilst conveying a positive image of AF&RS's Workshop operation.

Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.



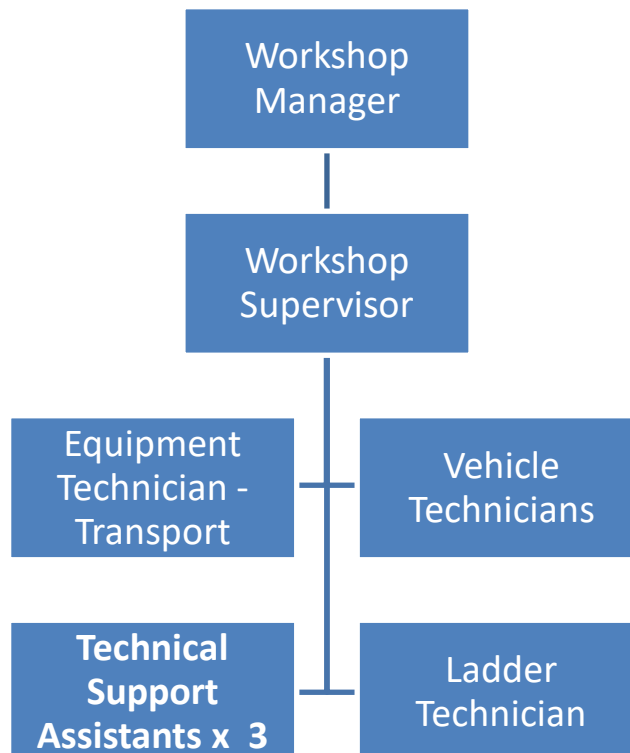
Job Description, Core Values and Person Specification

Job Title	Technical Support Assistant
Post Number	6640 / 6641 / 6643
Grade	HAY 10
Duration of Post	Open ended 'permanent'
Hours	37 per week (over 4 days)
Directorate	Service Delivery Support
Unit or Team	Technical Services - Workshop
Reports to (give job title)	Workshop Manager
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	Checked 26.10.23, updated 25.08.26

Purpose of Job:

To provide a range of general technical support, at the Technical Centre and as part of a mobile workshop team working at various Stations or on site across the AF&RS area, to contribute to achieving fleet maintenance objectives, thereby helping to make sure corporate targets and customer needs are met. Work as part of a team, supporting colleagues as necessary, to ensure continuity of service and to meet customer needs and deadlines, including providing cover where appropriate within the Technical Centre.

Structure Chart:



Responsibilities and Duties:	
1.	Under the direction of the Workshop Manager/Supervisor, carry out minor repairs to vehicles, plant and equipment as required, which may include jump-starting vehicles, replacing mirrors, fuel connections or small electrical faults. When required, carry out simple 'A' and 'B' vehicle maintenance checks and top-up fuel, oil, water and other fluid levels to the required level. Maintain any associated records as directed.
2.	Conduct acceptance testing on specialist appliances before collection and return to and from Fire Stations. Attend refresher courses and maintain competencies through CPD days for all specialist appliances. Attend Boat Handling course and attain day skipper qualification to be able to move AF&RS's boats around the docks for removal/inspection.
3.	Provide general assistance to the Ladder Technician in carrying out ladder checks, maintenance and repairs as required. Carry out inspections of ladder gantries, completing preventative maintenance as per schedule and repair ladder gantries, on occasion working alone on station.
4.	Complete relevant records, including appropriate IT packages, to record job defects and repairs. Responsible for signing declarations to confirm gantries are safe and fit for service. Contact control when taking appliance off and on the run.
5.	Manage the handover of kitted reserves to/from crews, checking all required items against the checklist and maintaining appropriate records and also carrying out changing over of Mobile Data Terminal (MDT) radio systems.
6.	Carry out standard tests on operational equipment or appliances at the Workshops, and on kitted reserves being held at the Workshops for several weeks, to ensure they are all in working order and ready for operational use. Report any faults or issues of concern to the Supervisor and maintain appropriate records.
7.	On occasion, under the direction of the incident commander, transport fuel bowzers, ensuring correct procedures for bowser safety at all times. Take the bowser to the operational fireground, decanting into other bowzers in a safe manner, and liaising with the control point of the operational fireground, refuelling appliances in situ. Be responsible for calculating and recording fuel issued, including accurate fuel readings, until the incident is complete.
8.	At the direction of the Workshop Manager/Supervisor, assist Workshop staff by collecting and delivering spares, fire appliances, workshop vans or other ancillary vehicles and equipment from Fire Stations and suppliers.
9.	Assist outside contractors by retrieving overalls for weekly collection and cleaning, and maintain the required documentation and records.
10.	Maintain knowledge of all specialist vehicles and how to operate and drive them, including Rescue Pumps, Hovercraft and Turntable Ladder.
11.	Maintain safe means of entry and emergency exit from the Workshop at all times, reporting potential hazards to the Workshop Manager/Supervisor. Ensure the security of the Workshop, Workshop vans and other vehicles at the start and finish of the day, and of AF&RS buildings and vehicles at other un-staffed locations upon arrival and departure, as necessary. Ensure the Workshop and all Workshop vans are kept clean and tidy.
12.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.
Special Notes or Conditions:	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: - ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination; - treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action

	when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at AF&RS Technical Centre, Nova Way, Avonmouth, Bristol. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
4.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given. In exceptional circumstances, and under the authority/control of the Workshop Manager, you may be required to work overtime in order to meet client requirements, for which appropriate overtime payments will be made.
5.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
6.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
7.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
8.	There will be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
9.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. These DBS checks will be renewed throughout employment.
10.	Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.
Avon Fire & Rescue Service NFCC Core Code of Ethics	
	We are in the process of embedding the principles of the Core Code of Ethics, on joining the service you will be involved in co-creating what these principles mean to us. Putting our communities first Integrity Dignity and Respect Leadership Equality, diversity, and inclusion (EDI)
Confirmation that this Job Description accurately reflects the requirements of the job:	
Job Holder's Manager	Date
Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Values & NFCC Core Code of Ethics:	

Job Holder		Date	
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See following page for Person Specification

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Person Specification				
Job Title	Technical Support Assistant			
Post Number	6640 / 6641 / 6643			
Grade	HAY 10			
Qualifications, knowledge, experience, skills and personal attributes required for the job:				
	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview		
		A	T	I
Qualifications/Knowledge				
Willing and able to undertake and achieve competence in the use of the following specialist equipment and vehicles, once in post: - Hook Lift training. - Training to maintain and repair ladder gantries (specialist equipment, specific to the Fire & Rescue Service). - Competence in operating Turntable Ladders, Salamandre Foam Equipment, Command Fire Apparatus, Welfare and Urban Search and Rescue (USAR) units, Hovercraft, Trailers, and Vehicles. - Any associated driving and/or training assessments.	E	X		X
Able to drive with a current driving licence.	E	X		
LGV 'C' Class Driving Licence. (Drivers Certificate of Professional Competence (CPC) and Tacho card are not required for this position).	D	X		X
Vehicle Towing Licence B+E (car + trailer), with demonstrable relevant experience.	D	X		X
Fork-lift licence	D	X		X
Experience				
Previous basic mechanical or technical experience in maintaining and repairing equipment.	E	X		X
Previous experience in a workshop environment.	D	X		X
Skills				
Able to work as an integrated member of a skilled team and be able to adapt to varied work requirements.	E	X		X
Ability to keep basic accurate records and pay attention to detail.	E	X		X

Computer literate with basic keyboard skills including experience of inputting data, using a number of software packages.	E	X		X
Must be able to communicate effectively at all levels and be able to project an appropriate corporate image.	E	X		X
Personal Attributes				
Willingness to accept and work to our Values & NFCC Core Code of Ethics during the course of employment.	E	X		X
Adaptable with a flexible approach to work.	E	X		X
Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X