



## THE PERSON

### Reception Engineer

Criteria	Essential / Desirable	Method of Assessment
<b>Qualification</b>		
Level 2 standard of education (e.g. GCSE) or equivalent experience demonstrating basic numeracy and literacy.	E	
Evidence of training courses and / or qualifications obtained relevant to the receptionists position	D	
Qualified MOT Tester for admin role.	D	
<b>Knowledge &amp; Experience</b>		
Previous experience working in a reception environment with light or heavy vehicles.	E	
Experience working within an ISO 9001:2008 registered organisation and qualified as an internal quality assurance auditor.	D	
Experience of vehicle maintenance and repair including diagnosing vehicle faults.	E	
Experience of working independently and as part of a team.	E	
Experience of using information to solve problems.	E	
Knowledge of the broader activities of Essex Fire & Rescue Service.	D	
<b>Skills &amp; Abilities</b>		
Good telephone manner.	E	
Ability to plan workloads for Engineers ensuring work times are met and are realistic.	E	
Good written and verbal communication skills.	E	
Confident in using ICT systems such as Word, Excel, Outlook.	E	
Able to work on own initiative without constant supervision.	E	
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure.	E	
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines.	E	
Able to help others acquire skills and experience.	E	
Ability to carry out small maintenance/repair tasks [vehicles of all types]	E	
<b>Other</b>		
The ability to travel around the county will be required.	E	Application Form

## Person Specification

Willingness to work flexibly.	E	Application Form
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	Application Form
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	Application Form