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Job Role Title	Job Functions	Tasks/Responsibilities	NOS
Roadside Assistance Technician	Work in a way which ensures compliance with legislation and work practices	Work in a way which ensures the continued tidiness of your work environment	IMICA1 - Contribute to Housekeeping in Motor Vehicle Environments
		Work in a way which ensures the safety of yourself and others	IMICA2 - Reduce risk(s) to health and safety in the motor vehicle environment
		Check, use, maintain and store tools correctly and follow company procedures for reporting faulty/damaged equipment	IMICA4 - Use of hand tools and equipment in motor vehicle engineering
	Communicate effectively	Communicate clearly and politely with other colleagues and managers, customers, operators and suppliers	IMICA3 - Maintain Working Relationships in the Motor Vehicle Environment
		Provide assistance to customers in emergency situations and have the ability to co-ordinate post emergency situation activities	RR11 – Customer service for emergency motor vehicle operators
		Communicate and deal with customers at the roadside in a positive, effective and polite manner to give a positive impression of yourself and your organisation to the customer and others	RR18 - Give customers at the roadside a positive impression of yourself and your organisation
	Carry out risk assessment of roadside situation, to include electric vehicles	Carry out an initial assessment of the site and the vehicle and make a decision on further action, to include hazardous substances and situations that require specialist assistance	RR03 – Assess and secure the roadside situation
		Carry out a risk assessment and work safely around an electric/hybrid vehicle that may have damage to its high and/or low energy electrical systems, or ADAS systems	EV02 – Provide a first response to a broken down or damaged electric vehicle LV20 - Carry out work on or with vehicles with Advanced Driver Assistance System components
	Carry out diagnostic, rectification and recovery activities at the roadside	Conduct and record basic diagnostic tests at the roadside using comparative data and evaluate the results	RR12 – Carry out motor vehicle diagnostic testing at the roadside
		Mobilise a motor vehicle at the roadside by carrying out basic repair or replacement of components.	RR15 - Carry out basic motor vehicle repairs at the roadside
		Remove/recover vehicles in an upright position, from the roadside, hard standing or level standing	RR0406 – Remove and transport upright casualty vehicles
		Take payments for parts from customers at the roadside	RR20 – Process payment transactions at the roadside



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Roadside Assistance Senior Technician	Work in a way which ensures compliance with legislation and work practices	Work in a way which ensures the continued tidiness of your work environment	IMICA01 - Contribute to Housekeeping in Motor Vehicle Environments
		Work in a way which ensures the safety of yourself and others	IMICA02 - Reduce risk(s) to health and safety in the motor vehicle environment
		Check, use, maintain and store tools correctly and follow company procedures for reporting faulty/damaged equipment	IMICA04 - Use of hand tools and equipment in motor vehicle engineering
	Communicate effectively	Communicate clearly and politely with other colleagues and managers, customers, operators and suppliers	IMICA03 - Maintain Working Relationships in the Motor Vehicle Environment
		Provide assistance to customers in emergency situations and co-ordinate post emergency situation activities	RR11 – Customer service for emergency motor vehicle operators
		Communicate and deal with customers at the roadside in a positive, effective and polite manner to give a positive impression of yourself and your organisation to the customer and others	RR18 - Give customers at the roadside a positive impression of yourself and your organisation
	Carry out risk assessment of roadside situation, to include electric vehicles	Carry out an initial assessment of the site and the vehicle and make a decision on further action, to include hazardous substances and situations that require specialist assistance	RR03 – Assess and secure the roadside situation
		Carry out a risk assessment and work safely around an electric/hybrid vehicle that may have damage to its high and/or low energy electrical systems, or ADAS systems	EV02 – Provide a first response to a broken down or damaged electric vehicle LV20 - Carry out work on or with vehicles with Advanced Driver Assistance System components
	Carry out diagnostic, rectification and recovery activities at the roadside	Carry out mechanical, electrical and electronic diagnostic checks at the roadside on various vehicle systems and make recommendations for repair	RR01 – Carry out roadside diagnostic activities on motor vehicles
		Carry out temporary (to allow the vehicle to be driven to a place of repair) or permanent repairs to vehicle systems at the roadside	RR02 – Carry out roadside rectification activities on motor vehicles
		Conduct and record basic diagnostic tests at the roadside using comparative data and evaluate the results	RR12 – Carry out motor vehicle diagnostic testing at the roadside
		Understand vehicle manufacturers' technical data and wiring diagrams, including symbols to understand how a system operates	RR14 - Understand technical data, wiring diagrams and manufacturers data on motor vehicles



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		Remove/recover light vehicles, in an upright position, from the roadside, hard standing or level standing	RR04 – Remove and transport light vehicles
		Take payments for parts from customers at the roadside	RR20 – Process payment transactions at the roadside
	Provide technical support	Provide theoretical and practical technical support to other Roadside Technicians	RR19 – Provide technical support and advice to colleagues working at the roadside



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Roadside Assistance Manager	Communicate effectively	Communicate clearly and politely with other colleagues and managers, customers, operators and suppliers	IMICA03 - Maintain Working Relationships in the Motor Vehicle Environment
		Communicate and deal with customers at the roadside in a positive, effective and polite manner to give a positive impression of yourself and your organisation to the customer and others	RR18 – Give customers at the roadside a positive impression of yourself and your organisation
	Manage, support and develop team and colleagues	Plan and allocate work fairly. Monitor and evaluate the quality of work	G11 - Supervisory skills
		Help members of the team address problems that affect performance and implement a plan	G12 – Developing staff
		Update, maintain and train others on diagnostic equipment	LV17 – Provide diagnostic equipment and technical information system support in automotive environments
		Provide theoretical and practical technical support to other Roadside Technicians	RR19 – Provide technical support and advice to colleagues working at the roadside
	Provide technical support	Liaise with vehicle and component manufacturers to gain technical assistance	LV16 – Liaise with light vehicle and product manufacturers on technical matters
		Understand vehicle manufacturers' technical data and wiring diagrams, including symbols to understand how a system operates	RR14 – Understand technical data, wiring diagrams & manufacturers data on motor vehicles
		Carry out a risk assessment and work safely around an electric/hybrid vehicle that may have damage to its high and/or low energy electrical systems, or ADAS systems	EV02 – Provide a first response to a broken down or damaged electric vehicle LV20 - Carry out work on or with vehicles with Advanced Driver Assistance System components

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