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Job Role Title	Job Functions	Tasks/Responsibilities	NOS
Roadside Recovery Technician or Vehicle Recovery Operative	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
		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 basic diagnostic and rectification 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
		Conducting basic repairs on vehicles at the roadside.	RR15 - Basic Motor Vehicle Repairs
	Carry out vehicle recovery activities	Remove/recover vehicles in an upright position, from the roadside, hard standing or level standing	RR0406 – Remove and transport upright casualty vehicles
		Recover motorcycles from on and off road positions, to a suitable hard standing or similar and prepare them for onward transportation	RR08 – Recover, remove and transport motorcycles



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Roadside Assistance Senior Technician or Vehicle Recovery Technical/Senior Operative	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, and control the recovery operation throughout	Develop relationships with others to improve your customer service performance.	IMIVRG15v2 - Work with Others to Improve Customer Service
		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
		Recover motor vehicles in major incident situations or where it is deemed essential to the recovery operation.	RR10 - Incident Manager for Motor Vehicles
	Carry out diagnostic and rectification 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
		Conducting basic repairs on vehicles at the roadside.	RR15 - Basic Motor Vehicle Repairs
		Remove/recover vehicles in an upright position, from the roadside, hard standing or level standing	RR0406 – Remove and transport upright casualty vehicles



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	Carry out vehicle recovery activities, including winching	Recover light, heavy goods and public service vehicles using advanced winching techniques.	RR0507 - Recover casualty vehicles using advanced winching techniques
		Recover motorcycles from on and off road positions, to a suitable hard standing or similar and prepare them for onward transportation	RR08 – Recover, remove and transport motorcycles



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Vehicle Recovery Supervisor/Manager	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 have the ability to co-ordinate post emergency situation activities	IMIRR11 - Customer Service for Emergency Motor Vehicle Operators
		Develop relationships with others to improve your customer service performance.	IMIVRG15v2 - Work with Others to Improve Customer Service
	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
	Carry out vehicle recovery activities	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
		Secure and make an initial assessment of the site and vehicle in order to make decisions for further action. This could include hazardous substances. Provide information and/or seek advice from relevant specialist authorities where hazardous substance or situations may be involved.	IMIRR03 - Assess and Secure the Roadside Situation
		Remove/recover vehicles in an upright position, from the roadside, hard standing or level standing	RR0406 – Remove and transport upright casualty vehicles



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		Recover motorcycles from on and off road positions to a suitable on road or hard standing ready for onward transportation.	IMIRR08 - Recover, remove and transport Motorcycles
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