



### KEY DUTIES AND RESPONSIBILITIES

- Provide and maintain exceptional levels of customer service
- Carry out MOT testing on class 1, 2, and 4 vehicles
- Carry out pre-test MOT checks
- Deliver the highest standards of vehicle diagnosis, servicing, maintenance, repair work and advice
- Follow manufacturer's approved technical procedures and protocols to ensure the optimal condition and function of all vehicles
- Maintain the highest standards of safety and working conditions, and meet all legislative and corporate standards
- Keep comprehensive records and ensure all department records are maintained
- Create and maintain a team culture and a supportive working environment
- Ensure technical knowledge and skills are kept up-to-date with ongoing learning and development
- Manage resources in the most effective manner possible
- Exemplify Brayley's Purpose, Principles and Ambition

### PERSONAL PROFILE

- Can communicate effectively with customers, colleagues and managers
- Has a positive and enthusiastic attitude
- Has rigorous attention to detail
- Takes responsibility and ownership of all aspects of the role
- Able to work alone without close supervision as well as part of a team
- Willingness to shares resources, knowledge and information
- Resilient, self-motivated and permanently committed to improving personal and team performance

### QUALIFICATIONS, SKILLS AND EXPERIENCE

- Proven experience in the motor industry
- Valid MOT Tester Qualification class 1 & 2 (Group A) and class 4 (Group B)
- Valid DVSA MOT Testing Security Card
- Level 2 – 3 (City & Guilds or NVQ equivalent in vehicle repair)
- Full valid driving licence
- Strong organisational skills and effective time management
- Can manage processes, administration, documentation and records
- Can demonstrate an understanding of customer satisfaction, quality, safety and financial demands of the company
- Evidence of 'Right to Work in the UK'

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