



RAC patrol James Pallister standing 50 feet tall overlooking the M6 at the RAC's technical centre in Walsall

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RAC holds patrol recruitment open day at Walsall HQ

The RAC in Bescot, Walsall is throwing open the doors of its technical centre and HQ on Sunday 22 January from 9.30am to 3.30pm to vehicle mechanics and technicians interested in a career with the UK's most innovative and trusted motoring organisation.

The RAC, now in its 120th year, is recruiting daytime and night patrols across the Midlands so is keen to hear from potential recruits. Nationwide, the RAC is recruiting 80 patrols to boost its 1,500-strong roadside force to help meet

the growing needs of its eight million roadside assistance members.

The highly recognisable RAC operational centre is a familiar landmark to drivers travelling on the M6 and is a significant employer in the region with over 900 call centre, support and technical colleagues. The site is the hub of the RAC's technical operation and the base for the initial six-week familiarisation training that every new patrol receives.

Attendees will have the opportunity to get inside and experience the RAC's operational and innovation centre located next to the M6 in North Birmingham and get a taste of life as an RAC patrol. They will get:

- a tour of the technical training suite and workshop
- an overview of the patrol fleet and tool-kit including the latest laptop universal spare wheel and the RAC's state-of-the-art brand battery test equipment
- a demonstration of the RAC's latest diagnostic, and
- a question and answer session with local patrols, the tech team and the RAC's operations director Phil Ryan.

The event is open to candidates with a minimum level 2 light vehicle maintenance qualification from IMI, NVQ or City & Guilds qualifications. To register candidates should email their name and contact number to recruit@rac.co.uk giving a time preference 9.30am / 11.00am / 12.30pm or 2.00pm, or call 0333 202 2991.

The RAC offers a competitive salary, full training and a comprehensive benefits package – and of course a patrol van equipped with more than 500 parts and tools. They will also enjoy being part of the RAC team which is built on service excellence and a passion for motoring.

Local Walsall patrol Chris Fellows said: “It is a great job full of variety – every day holds a new challenge. I particularly enjoy the independence of being out on the road using my mechanical knowledge to fix our members' cars to get them safely back on the road again with a smile.”

RAC operations director Phil Ryan said: “At the RAC we pride ourselves on being the motorist's champion. Our business is built on the quality, technical experience and customer service focus of our patrols and breakdown call

centre team. The calibre of our technical staff is second to none and this is the prime reason our members are so satisfied with the service they receive from us at the roadside.

“Today’s patrols have excellent diagnostics experience and are highly-skilled in using the latest technology to quickly repair our members’ vehicles at the roadside. This ensures the RAC maintains its excellent four out of five fix rate while at the same time helping members avoid high garage repair costs.

“The RAC has a long heritage of being there for its members and providing excellent customer service and we continue to be leaders in innovation to ensure that we have the best technology and equipment to deal with today’s sophisticated cars. The RAC is at the forefront in developing our capability to detect and pre-empt breakdown faults before they occur which is changing the nature of roadside rescue and it means that we are able to pre-empt breakdown faults.”

Notes to Editors

For all media enquiries, please contact the RAC press office team on **+44 (0)1454 664 123**. The line is manned by an on-call press officer outside office hours.

Our press team can:

- Answer all RAC-related media enquiries
- Provide comment on all topical UK motoring stories
- Provide motoring research and data to inform debate
- Give motoring advice for broadcast or publication
- Arrange interviews with RAC spokespeople - ISDN radio studio facilities available

You can also follow the RAC press office on Twitter: twitter.com/RAC_Press

About the RAC

With more than eight million members, the RAC is one of the UK's most progressive motoring organisations, providing services for both private and business motorists. Whether it's roadside assistance, insurance, buying a used car, vehicle inspections and checks, legal services or up-to-the-minute traffic and travel information – the RAC offers a solution for all motoring needs. The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

The RAC is the motorist's champion and campaigns to support the interests of its members and UK motorists at a national level, including advancing levels of road safety, supporting the needs of young drivers and voicing concerns about the increasing cost of motoring. The RAC's annual [Report on Motoring](#) – first published in 1989 – provides a clear insight into the concerns and issues facing today's motorists.

For the very latest news on UK fuel prices, check [RAC Fuel Watch](#) or follow [#racfuelwatch on Twitter](#). This is a comprehensive guide to the latest UK unleaded petrol and diesel prices – both at the wholesale level and at the pump. RAC Fuel Watch analyses how prices changed through the previous month and compares the most recent prices with those from three, six and 12 months before.

Key facts:

- RAC patrols fix four out of five vehicles at the roadside and on average within 30 minutes
- RAC vans carry more than 500 parts and tools to get members' vehicles going again
- 92% of members would recommend RAC Rescue to their friends and family