

Depot Maintenance Technician

Job Title:	Depot Maintenance Technician
Department:	Operational Services
Reporting to:	Depot Facilities Manager
Responsible for (staff):	Not Applicable
Location:	Distribution Centre
General Purpose of Role:	As part of the facilities management team you will deliver an effective and quality maintenance service at a Distribution Centre; through completing all planned and reactive FM related tasks in a compliant manner, making sure downtime is kept to a minimum. You will ensure that the site is statutory compliant and accurate records are kept up to date, as well as maintaining a high standard of work by following safe working practices.

ACCOUNTABILITIES

- Perform planned preventative maintenance tasks in line with the computerised maintenance system
- Continually provide reactive support when required, to a high standard and within given timescales
- Work proactively to manage task volumes in conjunction with the Facilities Manager, providing regular updates on task status
- Review and maintain accurate supporting documentation
- Ensure appropriate audits and checks are carried out in line with standards provided
- Hosting and control of contractors in line with site operating procedures
- Comply and report any Health & Safety issues
- Identification and ordering of parts and materials as required
- Develop detailed knowledge and understanding of the specific site requirements
- Be available when on call to ensure effective response and resolution to satisfy customer needs
- Personal commitment to continuous training and development

KNOWLEDGE AND SKILLS

- A recognised apprenticeship or qualification; either mechanical and or electrical with a multi-skilled appreciation being an advantage
- Technical skills relating to joinery, tiling, general fabric maintenance, installation, decorating, basic plumbing, painting and civils

- Previous experience in a facilities management role, ideally in a distribution centre environment
- Have a passion for delivering exceptional customer service with great communication skills
- Team player who can work under own initiative when required
- Have a committed and flexible attitude to the role
- Basic computer skills
- Good interpersonal skills in dealing with both operation teams and contractors
- Understanding of organisational requirements and systems in the areas of quality management, health and safety, legal compliance, and general duty of care

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises