

Gas Engineer

Job Title:	Gas Engineer
Department:	Technical Services
Reporting to:	Technical Services Manager
Responsible for (staff):	N/a
Location:	Field
General Purpose of Role:	To carry out planned and reactive gas maintenance tasks safely and to an agreed standard within a defined portfolio of Sainsbury's stores to a required Service Level. To provide first line response to all emergencies during normal working hours and out of hours when on call

ACCOUNTABILITIES

- To undertake all gas reactive and planned maintenance tasks allocated and completed to an agreed standard
- Be available when on call to ensure effective response & resolution to satisfy customer needs and escalating where appropriate
- Ensure compliance with all health and safety requirements and adhere to best working practices
- To sponsor and complete M&E surveys and technical reports as necessary and to cascade all key data to relevant personnel throughout field operations
- Undertake relevant HR processes including, notification of absence, holidays, training needs and completion of timesheets
- You are what the client sees first; make a good impression (ensure you comply with dress code and maintain your vehicle in good condition)
- Achievement of tasks within SLA times and work orders opened and closed in real time
- Timely completion of reactive and planned works carried out to agreed standards, achievement of first fix and equipment uptime
- Ensure parts and materials are ordered in a timely manner through company processes
- Compliance of Health and Safety regulations
- Timely submission on timesheets
- Deal with and make safe all Health & Safety related issues following processes laid down by the Health and Safety policy
- To work proactively to manage task volumes in conjunction with the Planning and Dispatch team
- Ensure appropriate audits and checks (seasonal) are carried out in line with standards provided
- To order and fit parts or components as prescribed by company procedures
- To notify the company P&D team of procedural task condition on completion of works
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary
- To provide regular updates to P&D team on task status
- Investigate and report in detail any problems and incidents

- To actively support colleagues building a teamwork approach e.g. – supporting with training and up skilling of apprentices and communicating regularly and assisting when required
- To provide M&E technical support as required, e.g. advice regarding major operational issues
- To attend training courses as and when necessary to ensure personal management and keep your technical knowledge up to date

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Recognised Apprenticeship in M&E services maintenance
- Full driving licence
- Ideally 17th Edition
- Gas Safe certified

Experience

- Significant experience ideally gained in retail environment
- Understanding of commercial M&E service technologies
- Awareness of budgeting of parts and material usage

Knowledge

- HVAC knowledge

Skills Competence

- Ability to work unsupervised in a pressurised environment dealing with store teams and members of the public
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner and develop relationships with colleagues
- To ensure effective written and verbal communication of all critical corporate and operational M&E issues within the region
- Appreciation of refrigeration systems and the ability to provide visual only inspection
- Proficient IT skills
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn
- Enjoys working with people
- The nature of the job requires the job holder to climb ladders, work in confined spaces etc and there a degree of personal fitness is required

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, including weekend working on a rota basis or other