

## DRAINAGE ENGINEER

<b>Job Title:</b>	Drainage Engineer
<b>Department:</b>	Operations
<b>Reporting to:</b>	Field Services Manager
<b>Direct Reports:</b>	None
<b>Location:</b>	Field Based
<b>General Purpose of Role:</b>	To carry out planned and reactive drainage 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 to ensure effective response & resolution to satisfy customer needs.

## ACCOUNTABILITIES

- Ensure compliance with all health and safety requirements and adhere to best working practices at all times following processes laid down by the Health and Safety policy
- To sponsor and complete drainage 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, logging of private mileage
- 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
- Ensure parts and materials are ordered in a timely manner through company processes
- To work proactively to manage task volumes in conjunction with the Service Solutions 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 provide regular updates to Service Solutions 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 drainage 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
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary
- Achievement of service level agreements and key performance indicators through delivery of drainage processes in a safe working manner
- Delivering an excellent customer experience resulting in first time fix, quality workmanship, timely work order closure

## KNOWLEDGE AND SKILLS

### Specific Qualifications:

- High pressure water jetting certification
- Confined space certification
- Full UK driving licence (Essential)
- CSCS card

### Knowledge and Experience

- Understanding of commercial drainage systems
- Experience ideally gained in retail environment
- Electro mechanical equipment
- Understanding of CCTV
- 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 at all times and develop a good working relationships with colleagues
- To ensure effective written and verbal communication of all critical corporate and operational refrigeration issues within the region
- Appreciation of drainage systems and the ability to provide visual only inspection
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn

## 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

This position will involve working 45hrs per week, working on call for 1 in 4 weeks and one Saturday in four.