

Shutters & Gates Engineer

Job Title:	Shutter & Gates Engineer
Department:	Dedicated Services
Reporting to:	Field Services Manager
Responsible for (staff):	N/a
Location:	Field Based
General Purpose of Role:	We are looking for experienced and skilled industrial shutter door engineers to service, repair, and install all types of industrial shutters & gates .To carry out planned and reactive shutters and automatic gate maintenance tasks safely and to an agreed standard within a defined portfolio of Sainsbury's and other retail outlets 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 Shutters & Gates (S&G) 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
- S&G maintenance including fault finding and repairing all issues associated with the estates equipment.
- Ensure compliance with all health and safety requirements and adhere to best working practices at all times
- To sponsor and complete S&G 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 time fix and equipment uptime
- Ensure parts and materials are ordered in a timely manner through company processes
- Timely submission on timesheets
- 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 notify the company solutions desk 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 the Service Solution 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 attend training courses as and when necessary to ensure personal management and keep your technical knowledge up to date

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Full UK driving licence
- 17th or 18th Edition AMD3
- CSCS Cards
- IPAF & PASMA
- Competent at using computers tablets and electronic forms

Experience

- S&G maintenance experience including the ability to fault find and repair, Significant experience ideally gained in retail environment including :- Roller shutters, Roller grilles, Fire shutters, Sectional doors, Fire curtains, Hi Speed doors, Folding doors, Hinge door and frames, Manual gates, Automatic gates
- Minimum 3 years' experience within the industry door industry and Customer focused with excellent communication skills
- Awareness of budgeting of parts and material usage

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
- Self-motivated and conscientious
- Commitment to hard work, reliability, flexible, and above all a team player

JOB

DESCRIPTION