

# JOB

# DESCRIPTION

## M&E Engineer

<b>Job Title:</b>	M&E Engineer
<b>Department:</b>	Engineering
<b>Reporting to:</b>	Field Services Manager
<b>Responsible for (staff):</b>	None
<b>Location:</b>	Field Based – North London
<b>General Purpose of Role:</b>	To carry out planned and reactive M&E maintenance tasks safely and to an agreed standard within a defined portfolio 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 M&E reactive and planned maintenance tasks allocated and completed to an agreed standard, and to be available when on-call to ensure effective response and resolution, to then satisfy customer needs/escalation where appropriate.
- To ensure work is carried out in compliance with all health and safety requirements and to adhere to the 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.
- To complete relevant HR processes including: notification of absence, holiday management, 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)
- Work towards the achievement of tasks within SLA times, work orders opened and closed in real time
- The timely completion of reactive and planned works carried out to agreed standards, achievement of first fix and equipment uptime.
- To ensure parts and materials are ordered in a timely manner through company processes
- To act in accordance to the Health and Safety policy when issues as such arise
- To work proactively to manage task volumes in conjunction with the Planning and Dispatch team
- To 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
- To effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary.
- To Investigate and report 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.

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- 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:

- A recognised Apprenticeship or Qualification in M&E Services/Maintenance
- Previous experience in M&E
- A valid UK driving licence
- 17th Edition – Desirable
- Gas Safe Certified – Desirable
- City & Guilds Test and Inspection – Desirable

### Experience

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

### Knowledge

- A knowledge of HVAC

### Skills Competence

- The ability to work unsupervised in a pressurised environment dealing with store teams/the public.
- The genuine commitment to delivering exceptional customer service
- To actively contribute to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner
- To ensure effective written and verbal communication of all operational M&E issues within the region.
- An understanding of refrigeration systems and the ability to provide visual inspection
- Proficient IT knowledge
- Capable of prioritising a complex and demanding workload
- Genuine learning agility, flexibility and willingness to learn
- Enjoy working within a people focused environment

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## 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