

JOB

DESCRIPTION

Job Title:	Maintenance Service Technician
Department:	MST
Reporting to:	MST Team Leader
Responsible for (staff):	N/a
Location:	Field Based
General Purpose of Role:	To carry out planned and reactive maintenance tasks safely and to an agreed standard. To provide first line response to all emergencies whilst on site.

ACCOUNTABILITIES

- Undertake various tasks including general fabric maintenance, decoration, bricklaying and basic plumbing.
- To deliver pre-planned and reactive maintenance tasks
- To utilise initiative and planning tools to deliver efficiencies with a customer focus, ensuring communication with site teams on tasks being undertaken.
- To ensure compliance with all health and safety requirements and adhere to best working practices
- To undertake relevant HR processes including, notification of absence, holidays and training needs
- To investigate and report in detail any accidents and near misses
- To actively support colleagues and be willing to learn
- To attend training courses as and when necessary to develop your technical knowledge and skills in line with business requirements
- Assist the delivery of excellent customer service resulting in asset uptime, first time fix and quality workmanship
- Undertake legislative checks to comply with client's corporate requirements
- Undertaking proactive and reactive tasks including general fabric maintenance, installation, decorating, basic plumbing and painting.
- Completing Emergency Lighting testing, Lamp Changing and Water Hygiene tap checks.
- Completing filter cleaning and changing of HVAC systems.
- Reviewing helpdesk reports on a daily basis.
- Proactively making visual checks on site to ensure adherence to Health & Safety legislation.
- Being responsible for the site-based log book containing all risk assessment, method statement, third party engineer's reports.
- Liaising daily with the Regional Manager to provide updates on tasks.
- The role will involve working 40hrs per week, Monday to Friday but you will be required to be available on call for weekends 1 in 3 as a minimum.

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Valid UK drivers licence
- Experience of working within a customer facing, time pressured environment
- Experience of working within a Maintenance remit for a multi-site facility

Experience

- Previous experience within a maintenance/or repairs technician remit, preferably focused on the retail environment that is committed to an unrivalled customer experience.
- Seamless and effective communication relating to critical corporate and operational issues.

Skills Competence

- Ability to work unsupervised in a pressurised environment dealing with both office, plant room and laboratory environments
- The nature of the job requires the job holder to climb ladders, use access equipment, work in confined spaces etc There a degree of personal fitness is required
- 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 always and develop relationships
- To ensure effective written and verbal communication of all critical corporate and operational M&E issues
- Appreciation of refrigeration systems and the ability to provide visual only inspection
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn
- Enjoys working with people

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. 24/7 site cover required by the Client, shift and/or shift cover will be required.