

JOB

DESCRIPTION

Job Title:	Managing Engineer
Department:	Engineering
Reporting to:	Field Service Manager
Responsible for (staff):	Engineers
Location:	Field
General Purpose of Role:	To be responsible for a team of engineers to ensure that planned and reactive maintenance tasks are completed to the required Service Level. To provide first line response to all planned maintenance tasks and emergencies during normal working hours and out of hours when on call. Responsible for call out rota and ensure adequate and safe cover at all times.

ACCOUNTABILITIES

- Supervise the team being their daily point of contact, providing management support, guidance, training and development to colleagues to achieve a consistent and high level of customer service
- Providing technical support and training to engineering and cabinet cleaning staff.
- Managing the PPM schedule and attendance pattern ensuring optimum staff coverage at all times.
- Controlling labour utilisation on a day to day basis including management of an “on-call” rota.
- Monitoring client own systems when required.
- Undertake relevant HR processes including, completion of return to work forms; handling and reporting disciplinary incidents, undertaking of regular performance reviews and managing performance on a daily basis, scheduling holiday and absence cover, investigate, record and escalate any accidents or near misses as directed by Health & Safety Policy
- Ensuring that staff update service records and timekeeping information in an accurate and timely way
- To provide technical support as required, e.g. advice regarding major operational issues and provide assistance for major incidents
- Assist the team in delivering high quality PPM work. Ability to deal with challenging situations on sites and during installations
- To work proactively to manage task volumes in conjunction with the Planning and Dispatch team ensuring that staff update reporting systems in an accurate and timely way
- Deal with and make safe all Health & Safety related issues in own area and that of engineers and report and escalate as necessary, including PPE
- To coordinate scheduled planned preventive maintenance tasks
- Providing full support to the Compliance Manager, via the Field Manager
- Be available when on call to ensure effective response & resolution to satisfy customer needs
- You are what the client sees first; make it a good impression (ensure you comply with dress code and maintain your vehicle in good condition)
- Coordinate activities and scheduling to ensure teams work efficiently and productively towards achieving all targets (productivity, asset uptime & first time fix)
- Responsible for effective colleague utilisation by the arrangement of weekly shift patterns/overtime requirements
- Ensure effective communication between shifts

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- To notify the P&D team of procedural task condition on cessation of works & ensure jobs are correctly closed on completion
- Effective budgetary management of parts and material usage, reporting overspend and variances to budget
- To attend training courses as and when necessary to ensure personal development and technical knowledge keeps pace with technical and business developments
- Timely completion of required corporate administration including, return to work interviews, accident reports, timesheets and private mileage logging
- 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 all engineering processes in a safe working environment
- Driving performance improvements in customer service, operational services and productivity, asset uptime and first time fix

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KNOWLEDGE AND SKILLS

Qualifications:

- City & Guilds 2079
- Full driving licence
- Ideally 17th Edition
- Gas Safe certified (desirable)
- CSCS card
- CO2 qualification
- Recognised Apprenticeship in engineering services maintenance

Experience

- Proven track record of the management of people
- Significant experience ideally gained in the retail environment
- Delivering PPM schedules within agreed timeframes and to budget

Knowledge

- Possesses the relevant technical skills and knowledge required. These may include some or all of the following elements: alarms systems, air conditioning and building controls, food factory equipment, general equipment, electrical, fabric repairs.
- Carbon and energy awareness

Skills Competence

- Excellent communication skills, ability to influence and use diplomacy with clients and colleagues
- 5 years post qualification experience in the industry at the grade of engineer
- Ability to supervise engineers in a pressurised environment dealing with store teams and members of the public
- To ensure effective communication of all critical corporate and operational engineering issues within the zone
- Ability to provide technical support achieving efficient solutions to problematic issues - where necessary supporting the major incident process
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- Capable of prioritising a complex and demanding workload
- Proficient IT skills
- Appreciation of engineering skills and the ability to provide visual inspections
- 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**:

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- 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
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