

# JOB

# DESCRIPTION

## M&E Engineer

<b>Job Title:</b>	Pump Service improver
<b>Department:</b>	Engineering
<b>Reporting to:</b>	National Drainage Manager
<b>Responsible for (staff):</b>	None
<b>Location:</b>	Field Based
<b>General Purpose of Role:</b>	To carry out planned and reactive drainage and pump maintenance tasks safely and to an agreed standard within a defined portfolio of industrial, commercial and retail properties. To provide first line response to all emergencies during normal working hours and out of hours when on call with support and supervision as required.

## ACCOUNTABILITIES

- To undertake drainage and pump reactive and planned maintenance tasks allocated and complete to an agreed standard.
- To ensure work is carried out in compliance with all health and safety requirements and to adhere to the best working practices.
- Work towards the achievement of tasks within SLA times, work orders opened and closed in real time
- To act in accordance to the Health and Safety policy when issues as such arise
- To effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary.
- As a client facing role you are required to ensure compliance with dress code and maintain your vehicle in good condition at all times.
- To order and fit parts or components as prescribed by company procedures
- To actively support colleagues building a teamwork approach e.g. – supporting with other trades or training and communicating regularly and assisting when required.
- Develop additional skills related to the role with support and supervision as required.
- Collect evidence of skills and build a portfolio of work using various IT systems
- To attend training courses as and when necessary to ensure personal development and keep your technical knowledge up to date.

## KNOWLEDGE AND SKILLS

### Specific Qualifications:

- A valid UK driving licence
- Recognised Apprenticeship or qualifications in relevant mechanical or electrical systems - desirable
- BS 7671:18<sup>th</sup> edition - Desirable

### Knowledge and Experience

- Achievement of first fix and maximise equipment uptime
- Ability to work unsupervised in a pressurised environment dealing with store teams and members of the public
- Ability to work away as and when required to meet business needs
- Effective written and verbal communication skills
- Proficient IT skills, including smart phone technology
- Awareness of budgeting of parts and material usage
- Inspection, maintenance and repair of:
  - External Pumping Systems
  - Internal Pumping Systems
  - Macerators
  - RWH (Rain Water Harvesting Systems)
  - Drainage and Sump tanks
  - Electrical systems
  - Control systems and wiring

### 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

Your role involves being on call, reacting to emergencies as well as attending business critical works. The call out premium is incorporated into your basic salary. You will normally be on call 1 week in 4 from 17:00 on a Friday for one week. You will not be paid an on call allowance; this is incorporated into your annual salary. Compensatory rest periods following call-outs are unpaid. Payment is made from the time you leave home to returning home.