

JOB

DESCRIPTION

Service Improver – M&E & Lighting – Dedicated Services

Service I	Service Improver
Department:	Dedicated Services
Reporting to:	ASM – Assistant Operations Manager
Responsible for (staff):	None
Location:	Mobile field
General Purpose of Role:	To carry out planned and reactive maintenance tasks safely, to an agreed standard and to meet a required service level and to provide first line response to all emergencies & PPMs regimes. In the locations covered by the dedicated services team.

ACCOUNTABILITIES

- To undertake planned maintenance tasks, allocated by the CAFM system, to SFG20 or equivalent standard
- For reactive works, allocated by the CAFM system, to ensure effective response & resolution to satisfy customer needs
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary
- Completion of tasks within SLA times, to meet KPI's, achievement of first time fix and equipment uptime with tasks opened and closed in real time using the CAFM system
- Ensure parts and materials are ordered, then fitted in a timely manner as prescribed by company procedures
- To work proactively to manage task volumes in conjunction with the Planning and Dispatch team
- To provide regular updates to local Planning and Dispatch on task status
- To add updates and notes to the TABS CAFM system
- Investigate and report in detail any problems and incidents with recommended solutions
- Timely submission of documentation and reports
- Ensure compliance with all Health and Safety requirements and adhere to best working practices at all times
- Deal with and make safe all Health & Safety related issues following processes laid down by the Health and Safety policy
- To sponsor and complete surveys and technical reports as necessary and to cascade all key data to relevant personnel
- Ensure appropriate audits and checks are carried out in line with standards provided
- Undertake relevant HR processes including, notification of absence, holidays, training needs and completion of time recording (if required)
- To attend training courses as and when necessary to ensure personal management and keep your technical knowledge up to date
- To actively support colleagues building a teamwork approach e.g. – supporting with training, up-skilling of apprentices and communicating regularly and assisting when required

- To provide technical support as required, e.g. advice regarding major operational issues
- To take on an Authorised Person role when appointed by an Authorised Engineer
- Delivering an excellent customer service resulting in asset uptime, first time fix, quality workmanship, timely work order closure
- You are what the client sees first; make a good impression (ensure you comply with dress code and behave in a professional manner)
- To be able to understand, interrogate and make minor adjustments to the site Building Management System
- When working with other Arcus colleagues, take the lead on organising and completing the task/s.
- Statutory testing and inspection within the limits of your qualifications/training
- To be able to give access to Arcus contractors, validating documentation, completing permits and monitoring contractors whilst on site.
- Able to access and update the CAFM system using the IT hardware provided

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Recognised Apprenticeship in M&E services maintenance
- Electrical/Mechanical Maintenance qualification and experience
- Current IEE Regulations qualification
- City & Guilds Electrical Test and Inspection
- Significant experience in lighting systems repair and maintenance

Experience

- Significant experience in M&E, Plumbing and Lighting
- Understanding of commercial M&E service technologies
- Appreciation of refrigeration and A/C systems and the ability to provide control diagnostics, repair and PPMs
- Awareness of water hygiene and PPMs and controls.
- Awareness of budgeting of parts and material usage

Knowledge

- Technical knowledge to support the maintenance and repair of a complex working environment whilst complying with all Safety and Environmental standards.

Skills Competence

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- Ability to work unsupervised in a pressurised environment dealing with the Client and Customers
- Ability to work unsupervised in a pressurised environment dealing with sales floors, plant rooms and office
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting other Arcus technicians.
- To represent the company in a professional and competent manner at all times and develop a good working relationship with colleagues
- To ensure effective written and verbal communication of all critical corporate and operational technical issues within the site
- Proficient IT skills
- Capable of prioritising a complex and demanding workload
- The nature of the job requires the job holder to climb ladders, work in confined spaces etc. and there a degree of personal fitness is required

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 this will involve the use of a company van and traveling between stores or other locations
- 24/7 site cover required by the Client, shift and/or shift cover will be required.
- A full UK driving licence is essential
- DBS (Disclosure and Barring Service) check .
- You will be required to be on call for a maximum of 1 in 4 weeks.