

# JOB DESCRIPTION & PERSON SPECIFICATION



## 1. JOB INFORMATION

**Post Title:** Apprentice in Fire, Emergency and Security Systems

**Salary details:** National Minimum Wage for Apprentices

**Mode:** Full Time, Permanent

IPSS, Coventry are looking to recruit a Fire, Emergency and Security systems apprentice to join our busy team.

The successful candidate will learn how to install, programme and maintain security systems such as building access controls, intruder alarms and electronic surveillance equipment. This will involve visiting customer sites and assessing the work that needs to be completed, agreeing the tasks with the customers and then undertaking the work.

Apprentices will be supported by one of our qualified engineers but will be required to use their initiative and be keen to learn and be taught. This is a hands-on role and the majority of time will be spent on site but the successful candidate must be committed to successfully completing the apprenticeship education.

## 2. JOB DESCRIPTION

### Main Duties and Responsibilities

Reporting to the Managing Directors the successful applicant will:

1. install security systems such as building access controls, intruder alarms and electronic surveillance equipment.
2. programme door entry systems, access control panels and CCTV systems.
3. maintain door entry systems, access control panels and CCTV systems.
4. identify, troubleshoot and resolve hardware, software and basic network related problems encountered by end-users of the product
5. discuss security plans with customers and carry out site surveys prior to undertaking work.
6. test systems and explain to customers how to use the systems.
7. check and servicing existing systems and respond to call-outs to repair faulty systems.
8. inspect installation sites and study work orders, building plans, and installation manuals in order to determine materials requirements and installation procedures have been met.
9. communicates effectively in both oral and written communications with customers, supervisors, and other company staff.
10. work as part of a team contributing to Company goals.
11. be able to define problems, collect data, establish facts and draw conclusions drawing upon experience and research.
12. perform multiple job tasks on a daily basis.
13. follow blueprints of electrical layouts and building plans.
14. keep informed of new products and developments.
15. take responsibility for ensuring that all customer queries are dealt with in professional, high quality and timely manner and in line with company KPI's.
16. maintain and monitor the bespoke ConnectWise system.
17. ensure that any issues are highlighted in a timely manner and are dealt with effectively to ensure that all specific activities will be delivered.
18. provide effective support to the Directors by providing relevant knowledge, information and required documentation as and when appropriate.
19. provide relevant market information and research based on competitor analysis and potential opportunities to expand the customer base.

20. work to create new business opportunities. AND such other duties that are within the scope and spirit of the job purpose and grading.
<b>Supervision received</b> Managing Directors
<b>Supervision given</b> Colleagues and apprentices
<b>Contacts</b> Staff at all levels within the company. Customers and external partners and suppliers.
<b>Future Prospects</b> It is intended that successful completion of the apprenticeship will lead to a permanent engineer role within our company.

### 3. PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education / Qualifications	GCSEs at grades 9 to 4 (A* to C) or equivalent, in English, Maths, Science, or a technical subject  Must be committed to completing the academic element of the course at the college in Knutsford, Cheshire (residential)	
Experience (Paid and Unpaid)		Any relevant experience through work experience or volunteering
Job-related skills/Aptitudes	Good organisational skills and ability to prioritise work to meet tight deadlines  Excellent attention to detail  Excellent communication skills both in writing and face to face  Practical skills such as the ability to follow technical plans and instructions  Ability to utilise a wide range of software packages including Microsoft Office	
Interpersonal skills	Ability to communicate effectively with and influence others  Positive 'can do' attitude with willingness to learn  Ability to work independently and to demonstrate initiative	

<p>Other requirements</p>	<p>Must be willing to travel to and from customer premises</p> <p>Must be able to work flexibly to meet the needs of the company</p> <p>Ability to work on own initiative for long periods</p> <p>Working in line with all Health and Safety requirements</p> <p>Comfortable with working at height and working both indoors and outdoors. The role features frequent periods of standing, bending, pulling, twisting, reaching and, climbing,</p> <p>Willingness to undergo DBS/Security Screening to BS Standard 7858 prior to offer of employment</p>	<p>Certifications in: Asbestos awareness. IPAF, PASMA and CSCS.</p>
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