

MP6 – FIELD SERVICE & INSTALLATION ENGINEER JOB DESCRIPTION

Reporting to:	Service Manager
Directly reporting to job holder:	
Involved in these core processes:	MP5 Product and Service
Location:	Crawley
Hours of work:	As per your contract of employment

Purpose/Objective

To ensure that products are serviced; maintained and / or repaired in accordance with requirements agreed by the customer.

Scope

The process starts with Service Engineer receiving the Works Instruction from Service Administration and ends when the product(s) has been repaired and signed off by the customer.

Responsibilities

The Service Engineer is responsible for repairing product(s).

Main Job Specific Duties

- Check the Works Instruction for accuracy, material quantities, site details etc.
- Advise the Buyer of any requirements for material(s).
- Manage the material(s) in stock on your vehicle, keeping accurate records.
- Collate all material(s) required for the product(s) you are working on.
- Attend site, arriving on time, which if not possible, ensure the customer is made aware of any delay.
- Fully comply with any site specific requirements, such as security clearances etc.
- Prior to commencing any service intervention, consider any potential problems which were either unforeseen or outside of our control. Advise the office as required.
- Complete all repairs in the most efficient manner without compromising quality.
- Ensure the aesthetics of the product(s) remain of the highest quality for the client.
- Any additional holes in the finished product are corrosion protected.
- Use manual handling equipment only after being trained to do so.
- During installation; line and level the product(s) so that it operates correctly and that it is within the define tolerance(s).
- Carry out as appropriate the checks as per the check sheets.
- Issue a test certificate(s).
- Process all paperwork in a legible and timely manner.
- When appropriate, be proactively involved in FAT tests or training sessions for clients.
- Be prepared to pass on your experience and knowledge through either informal 'on the job' or more formal training sessions to other employees.

- Often you will be working under your own supervision off site, so attention must be paid to safe working practices at all times.
- You will be part of the out of hours breakdown rota.
- Assist in the promotion of the Service business when appropriate.
- Safeguard all company property and intellectual property under your control.

General Duties

- Ensure the compliance of company procedures, such as Health and Safety; Environmental; Quality and Legal Compliance for all areas under your direct control.
- Housekeeping of all elements including premises, people, equipment and vehicles to the highest possible standard in order to portray a professional image.
- Display a proactive, can-do attitude within the organisation, with a culture of right first time and ownership of problems.
- Recommend resources and training, to ensure that the organisation can meet future demands from its customers.
- Clearly and concisely communicate with other stakeholder(s) in an appropriate medium and timely manner.
- Willingly carry out other duties deemed appropriate by the company.

Performance Measures

- Delivery of projects within agreed timescales and budgets.
- Neatness of work.
- Quality of work.
- Revenue improvement.
- Profit margin improvement through efficient working.
- Cost of rework / warranty / commercial goodwill.
- Non-conformance reported failures.
- Positive feedback from internal and external stakeholders.
- Administration accuracy and timeliness.
- Housekeeping.
- Contributing to the development of new ideas through continuous improvements.
- Legal compliance.

Qualifications

- City & Guilds 2382-12 17th Edition Electrical Wiring Regulations.

Limits of authority

- This role does not allow the job holder to recruit.
- This role does not allow the job holder to make non budgeted expenditure.

Job description prepared by: Adrian Lewis

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