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| **JOB DESCRIPTION**  |
| **Job Title** | Field Engineering Supervisor |
| **Job Purpose** | Manage a team of field technical engineers and coordinate field engineering project delivery activities relating to installation, commissioning and Preventative Maintenance of equipment on client sites in accordance with agreed schedules and client requirements. |
| **Business Unit/Dept** | Operations |
| **Reporting to** | Engineering Services Manager |
| **Line Management Responsibility** | [x]  Yes [ ]  No – support role |
| **Budget Responsibility** | [ ]  Yes [x]  No |
| **Accountability Level** *(service delivery performance, quality & safety of people & product/service, compliance with rules, standards and legislation, continuous improvement, reporting and strategy)* | [ ]  Individual level[x]  Team or function supervisory / management level[ ]  Department management level[ ]  Senior management / company level |

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| 1. **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The basic, important duties to be performed in the role* |
| **General*** Managing the Field Services Team on a day-to-day basis ensuring the planning, coordination, and execution of field engineering tasks and ensuring timely completion.
* Act as the primary point of contact between field engineers, customers, and internal departments.
* Liaise with Clients in confirming engineering resource requirements and ensuring site attendance forms and any corrective actions are followed up.
* Ensure levels of service or key performance indicators are in place and service delivery targets are met.
* Identifying areas for improvement and implement and manage strategies for increasing. efficiencies, productivity, quality, safety and customer satisfaction.
* Implement any new policies and procedures relating to the department / function or company.
* Maintain good, positive communications and assist colleagues in the interest of the Siltbuster group.
* Other tasks/activities that may be required for the position and the Company’s continuous improvement.

**Quality, Health, Safety, Environment*** Ensure all the Field Service Team are familiar with and follow company safety systems and codes of practice and are competent to perform their job role and tasks.
* Ensure all work is carried out in the field is in accordance with required work instructions, procedures and RAMS.
* Promote a strong safety culture by ensuring the team follows best practice and reporting incidents and near misses.
* Work closely with the SHEQ team to drive continuous improvements in safety and quality.
* Ensure proper use, maintenance, and inspection of tools, vehicles, and PPE.
* Address and promptly report any matters affecting health, safety and environment immediately.

**People** * Manage, coach and develop the teams including identification of skills gaps, training, mentoring and coaching to ensure everyone is adequately performing their role.
* Ensure that communication is ongoing, appropriate and effective between different departments to ensure efficient planning and dispatch of correct equipment, installation at site and ongoing servicing.
* Lead by example and promote a positive team spirit and providing support to others when needed

**Financial*** Optimize resource allocation to reduce operational costs and improve efficiency.
* Identify opportunities for additional service revenue through maintenance contracts and compliance support.
* Monitor and manage operational expenses, including vehicle and tool costs.
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| 1. **KNOWLEDGE**

*Information, facts and practical understanding of required subject areas for role* |
| * **Mechanical & Electrical Systems** – Knowledge of pumps, valves, pipework, control panels, and telemetry systems.
* **HSE Regulations** – Strong working knowledge of Health & Safety legislation.
* **Equipment Maintenance & Repair** – Familiarity with installations, commissioning, fault diagnosis, and repair techniques.
* **Operational Processes** – Understanding of how field service operations integrate with sales, logistics, and customer service.
* **Water Treatment Systems** – Some experience of water treatment techniques would be desirable however in-house training will be provided.
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| 1. **SKILLS**

*Areas of ability and task or activity competency to perform role successfully* |
| * Strong communication skills with the ability to clearly convey critical information.
* Competent in the use of Office 365 notably Excel and Word.
* Good people management skills including mentoring and coaching.
* Ability to adapt to a continuously changing environment and reacting quickly to meet challenges.
* Attention to detail and good business acumen.
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| 1. **EXPERIENCE AND CERTIFICATIONS**

*Level of time, involvement in, training and/or exposure to gain required experience in the role and or/subject area, and evidence of this* |
| * Construction or engineering related background (preferable).
* NEBOSH General Certificate/IOSH Managing Safely qualification.
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| 1. **PERSONAL QUALITIES**

*General disposition / personal characteristics, work ethic, and moral values.* |
| * Act with integrity.
* Reliable and dependable.
* Proactive and self-motivated.
* Organised and able to prioritise.
* Articulate with the ability to attain a high level of attention to detail.
* Team player and able to work off own initiative.
* Honest and open character supporting a healthy work culture.
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