Job Description

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| Job Title | Field Engineer |
| Job Purpose | To provide first class installation, commissioning and servicing of company equipment on client sites in accordance with agreed schedules, client requirements, company and industry standards and regulations. |
| Business Unit/Dept | Siltbuster Ltd, Operations |
| Reporting to | Engineering Operations Manager (or any other person n ominated in writing by the Company) |
| Line Management Responsibility | * Yes

**☒** No – support role |
| Budget Responsibility | * Yes **☒** No
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| Accountability Level*(service delivery performance, quality & safety of people & product/service, compliance with rules, standards and legislation, continuous improvement, reporting and strategy)* | **☒** Individual level* 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*** Conduct equipment preparation, installation and service duties incorporating electrical, mechanical and instrumentation work (within limits of competence)
* Carry out final fit-out and testing of new equipment at client sites, including mechanical and electrical (within limits of competence)
* Complete required documentation associated with installing, testing, commissioning and servicing equipment and company systems in general.
* Carry out pro-active visits to client sites to establish maintenance requirements.
* Act as a point of contact for and respond to client technical queries and problems.
* Provide or assist in providing Client personnel with relevant training and technical support.
* Assist in finalizing equipment schedules for hire and sales, where required to do so.
* Assist in developing maintenance schedules for client installation and ensuring site attendance history is available after site visits.
* Obtain quotes and raise requisitions for parts, equipment and services, for approval.
* Managing and maintaining stock levels in both vans and lock-up areas.
* Record and report relevant information for stock control, invoicing and ordering purposes.

**Client*** Liaise with other departments, predominately sales and operational to ensure effective detail and flow of information for the development of products and projects.
* Ensure End Clients are supported with appropriate technical services and handover information.

**Quality, Health, Safety, Environment*** Demonstrate positive SHEQ behaviours.
* Be familiar with and adhere to Company safety systems and codes of practice to ensure that all work is carried out in accordance with required work instructions,
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| procedures and risk assessments, including any COSHH sheets and other instructions, to minimize risk to themselves and other personnel and that good housekeeping always applies.* Wear and always maintain appropriate protective safety equipment for role and activities.
* Assess job tasks risks identifying hazards, mitigating risks and solving operational issues.
* Promptly report any matters affecting health, safety and environment immediately to the line manager.
* Ensure any waste materials are disposed of appropriately.
* Constructively challenge and improve systems where needed.
* Good housekeeping and GDPR always applies.

**People and Teamwork*** Maintain good communications with relevant department and colleagues to ensure efficient planning and dispatch of correct equipment, installation at site and ongoing servicing.
* Positively contribute to a team spirit and providing support to others when needed including provision of cover for team members in their absence.

**Customer*** Help achieve good customer service and satisfaction through activities and professional and regular communication.
* Assist in implementing and improving relevant standards and specifications for Company equipment, installation and business processes.

**Financial*** Contribute to the financial strength of the Company by;
* Operating in an efficient, effective manner to achieve goals and targets.
* Handling or equipment/parts and any vehicles, in such a way to avoid unnecessary damage and cost to the company.
* Re-use of fittings and parts that are still viable rather than taking new from the stores (applies mostly to hire kit).

The main responsibilities are outlined above but this not a definitive list and other tasks / activities may be necessary commensurate with this post, and as Company’s commercial activities require. |
| **2. KNOWLEDGE***Information, facts and practical understanding of required subject areas for role* |
| * Engineering principles for supporting project, product and technical services
* Construction/industrial wastewater essential
* Good understanding of ISO 14001 and 9001:2015 standards and appropriate Health, Safety and Environmental legislation and controls for role
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| **3. SKILLS***Areas of ability and task or activity competency to perform role successfully* |
| * Good communication skills.
* Organisation skills and ability to prioritize work
* Strong initiative with effective problem solving
* Strong attention to detail
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| **4. 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* |
| * Educated to Engineering Degree standard in electrical or mechanical engineering
* At least 2 years’ experience in relevant industry; environmental and wastewater experience desirable with construction and commercial site experience
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| * CSCS card holder
* SSTS/SMSTS/IOSH trained is desirable
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| **5. PERSONAL QUALITIES AND EFFECTIVENESS***General disposition / personal characteristics, work ethic, and moral values.* |
| * Safety comes first
* Act with integrity
* Self-motivated, proactive, adaptable and flexible
* Able to demonstrate initiative and professionalism when dealing with customers
* Ability to remain calm under pressure
* Reliable and dependable
* Team player
* Happy to work outdoors in all weather and environments. Our type of work ranges from physical installations to data analysis and diagnosis of site issues.
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Basic Training Matrix for a Field Engineer

We recognize that all employees play a crucial role in ensuring the success of the business and we are therefore committed to providing training and development to improve the skills and competence of all of our employees.

Types of Training:

* **Induction** – As a new employee, you will be given a comprehensive introduction to the workplace, catering facilities, duties, health and safety and other procedures. Your manager or supervisor will assess your training requirements and arrange for that training to be provided.

As far as possible, the company will meet your training needs by a combination of e- learning, internal and external training. It is possible that during your employment we may ask you to attend training sessions to acquire new skills or adapt to new ways of working.

* **Probation** – The training detailed in the table is required for your role within the Company. If you have not completed these training courses, then we will arrange for you to complete them.

Depending on the course, it may be carried out internally or by an external training provider and we reserve the right to change respectively, as required.

This training will take place within the first 6 months of your employment and you may be required to attend a location for the training that is not your usual place of work.

Additional training or specialized customer training can be allocated as compulsory training should new legislation come into law, or by introduction of new equipment by us or to meet the needs of our contractual obligations to our customers.

* **During tenure –** This training is compulsory for your role within our business but may be conducted outside of your initial 6 months of employment and sits within the conditions as detailed above.
* **Voluntary Training Courses –** During your employment there may be opportunities to carry out voluntary training.

This training may be specific to your role or it might be triggered by the introduction of new equipment or working methods across the company. There may also be an opportunity to attend training courses for your own personal development.

In this situation we will provide details of any training opportunities and you will be asked whether you wish to attend.

These courses could for example include Fire Warden, First Aider or Mental Health first aider.

* **Courses you identify yourself** - If you identify training you would like to complete which has not been suggested by the Company, you can raise this with your line manager. We

are under no obligation to accept any requests for additional training, however they will be considered.

If we agree you can complete a training course that you have recommended, we will review the costs and consider whether or not the company is able to cover all or part of the costs for you. This is entirely at our discretion and we will discuss this with you and reach an agreement before you commit to the training course.

If we agree that we will pay all or part of the training course, prior to commencing the course we will sign a learning agreement with you setting out the arrangements we’ve agreed.

* **Learning Agreements** – A learning agreement allows the Company to recover a percentage of the cost should you leave the service of the company or do not finish the course or are dismissed for a reason other than redundancy.

See next page

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| **Course Description** | **Induction\***(Within first Month) | **During Probation\***(Within first 6 months) | **During Tenure** |
| Company e-learning (health, safety, GDPR, HR and others) and on-site Health and Safety | X |  |  |

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| Workshop Induction | X |  |  |
| Company Products, Services & Equipment Familiarization |  | X |  |
| FORS e-learning Modules |  | X |  |
| Working at Height (WAH) / Harness |  |  | X |
| Manual Handling |  | X |  |
| First Aid |  |  | X |
| Confined Space / Rescue |  |  | X(if required for specific work/projects/clients) |
| Slinging / Banksman |  | X |
| CSCS Card(relevant to role/qualifications/work) |  | X |  |
| Chemical Awareness (COSHH) |  |  | X |
| Electrical Modules |  |  | X |
| EUSR Water Hygiene |  |  | X |
| MEWP(Mobile Elevating Work Platform) |  |  | X(if required for specific projects/clients) |
| SSSTS(Site Supervisor Safety Training) |  |  |
| SMSTS(Site Management Supervisor Safety Training) |  |  |
| Hot Works Awareness |  |  |
| Eight20 |  |  |
| ATEX (Explosive Atmospheres) |  |  |
| Any Other Client specific training\* |  |  |

*\* Unless we are prevented from doing this due to circumstances which are outside of our control*