

## ROLE PROFILE

<b>TITLE: Equipment Service engineer (SE)</b>	<b>Grade:</b>
<b>DIVISION: Equipment Service</b>	<b>LOCATION: UK</b>
<b>REPORTS TO: Regional Service Supervisor (RSS)</b>	<b>DATE: Aug 2017</b>

### GENERAL PURPOSE:

The Service Engineer SE has an overall responsibility for

- Hands on servicing and repair of water treatment equipment.
- Undertaking scheduled service under contract and one-off planned service outside of contract
- Emergency call out activity occasionally outside normal working hours.
- Repair of customer equipment
- Installation of new equipment where repair is not possible or viable.

### ROLE DIMENSIONS:

	SE	SSE	RSS
LEADING ROLE	WT service contracts	Renal, Call outs	Renal, Call outs, Supervision, Back office technical support, BDM support
SUPPORTED ROLE	Call outs	Supervision	Management
MENTORING	-	SE	SE, SSE
MANAGEMENT	-	-	SE,SSE, DEPUTY ESM

### PRINCIPAL RESPONSIBILITIES:

- Ensure compliance with all SUEZ Health, Safety and Environmental Policies, and adhere to customer site rules and procedures (assuming the highest level compliance).
- Attention to proactive KPI's and personal safety plans
- Contribute diligently to Team Performance Plan (TPP)
- RAMS for all visits
- Be familiar with and comply with EQUIPMENT SERVICE processes
- Identify service stakeholders and confirm technical and contractual scoping on site matches assigned work.
- Undertake planned and unplanned service activity as allocated by Service co-ordination team
- Perform routine maintenance work including chemical sanitisation when required.
- Able to work at weekends as/when required
- Willingness to be on call for out of hours emergency work (rota system)
- Minimise customer down time by effectively planning and executing the work
- Work with CORE projects team and BDM's to effectively and efficiently instigate visits and present and one SUEZ approach.
- Deliver and install new equipment (parts) as and when repair is not prudent.
- Test and commission all work prior to leaving the work-site
- Explain and demonstrate correct use of equipment if necessary
- Ensure Customer sign-off of work prior to leaving site
- Report activity on ACCESS Service Manager tablet thoroughly and promptly
- Promote Service contracts where necessary and report back new opportunities to line manager
- Maintain spare parts car stock and up to date records of parts held/used
- Maintain all tools in good condition
- Ensure correct tools and parts are used when required.
- Ensure any and all assumptions, customer or other responsibilities & exclusions outside scope of service are clearly identified and communicated prior to work commencing and any recommendations outside of scope of service are clearly communicated in the service report
- Endeavour to provide value-added, differential advantage in service work focusing on:
  - How we can decrease cost of operation
  - Improve operating efficiency
  - Minimise Environmental, Health and Safety issues
  - Enhance customer competitive advantage

- Seek and share learning and continuous improvement
- Actively participate in EQUIPMENT SERVICE and other SUEZ meetings

**EXPERIENCE/SKILLS/QUALIFICATIONS**

- 1 year relevant Equipment Service work experience desired in an appropriate Electro-mechanical environment, ideally in the water treatment sector.
- Ability to handle stressful situations often alone on customer sites
- Excellent communication skills required
- Logical and well organized
- Require minimum supervision, often lone working

**REQUIREMENTS**

- Post holder must hold a full UK Driving licence and must be able to travel and stay overnight as required, including occasional weekend working and on-call rota.

**COMPETENCY PROFILE**

	Basic	Able	Expert	Behavioural Characteristics
Customer Focus	x			Understands how to obtain, clarify, and understand customers' requirements and needs. Understands how to service customer needs and build value. Establishes a reputation of reliability and professionalism with customers. Understands common causes behind customer service failures. Prioritizes customer needs efficiently and cost effectively. Liaises with customers to ensure smooth running of service work
Commercial Awareness	x			Understands the commercial requirements of SUEZ. Ensure all work is undertaken effectively and efficiently and understands the commercial value of the contract or call out. Proactively seeks new opportunities for Suez to broaden Service portfolio.
Communication	x			Builds rapport and relationships while dealing with the issues at hand. Asks probing questions, restates ideas and uses other active listening techniques to ensure understanding. Clearly articulates information. Gives credible/persuasive presentations in a variety of settings. Adapts communications to the audience's level/needs/style/culture. Proactively keeps people up to date on issues that affect them
Supervision	x			Understands how to assign work & delegate responsibility to subordinates and subcontractors. Uses inter-personal skills to adapt supervisory style and identify and balance when to intervene or not.
Problem solving & analysis	x			Gathers, organizes and evaluates relevant information in order to assess situations, identifies root causes to problems and evaluates alternative courses of actions. Systematically evaluates information by using a variety of proven methods and techniques. Asks the right questions to obtain the information needed to size up a situation properly. Collects data from multiple sources when solving problems.
Active Learning	x			Looks for ways to build challenge into current assignment. Learns from successes and failures. Takes the initiative to upgrade personal skills and abilities. Remains open to learning opportunities, even if they are outside comfort zone.

*This role profile is not exhaustive: it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and SUEZ would aim to reach agreement to the changes.*