

Job Title:	Service Engineer (Electricians, Plumber & Carpentry/Joiners & Multi- trade)
Reporting To:	Team Leader/Assistant Project Manager/Project Manager
Purpose:	Working to deliver highest quality Right First Time service to carry out a variety of technical services tasks. Working efficiently and safely in line with our Perfect Delivery ethos to achieve excellent customer experience results. This role may operate across multiple contracts.

Value	
	KPIs
• Ensure individual productivity and performance levels are maintained within required timescales or to targets. Carrying out work as efficiently as possible and to a high standard	
• Utilising our MSi platform and technology, receive, plan and complete jobs, keeping the office informed at all times on progress, variances required. Complete information on MSi updated including job notes/codes/materials	Ensure a professional service is delivered at all times
Ensure van stocks are managed effectively and keep accurate records available at all times	Ensure stock levels are maintained at all times
Work to the agreed programme and timescales to complete all works on time and budget with accurate notes and job information	Effective materials management Work to exceed the
<ul> <li>Identify cost savings where possible to assist the company in achieving our commercial aims</li> </ul>	minimum requirements of jobs completed per day
• Be prepared to work overtime when the need arises to complete work and agree with line manager any overtime required	
Out of Hours emergency repairs on a rota basis as required	

# Right First Time

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		KPIs
•	Through diligent problem solving, resolve and complete jobs at first visit to achieve excellent Customer experience results, undertaking fault-finding and diagnostic work as determined by training/within competency	Ensure a professional service is delivered at all times measured by customer experience
•	Carry out inspection and testing on electrical installations as necessary, ensuring that you have the correct knowledge and experience to safely access the condition of an electrical system and complete the required electrical certification in line with BS7671 (Current Edition) & The Electricity at Work Regulations 1989.	Consistent delivery of repairs to the highest standard > 95% Contribute to maintaining a high First Time Fix rate as



•	Go the extra mile when needed to keep the customer happy and get the job done	expected by the Company and Client Materials management
•	Work as a member of the team communicating effectively with management and with colleagues at all levels	Time keeping and
•	Manage materials effectively to ensure First Time Fix is maintained to a high level	>95% accuracy on MSi inputs



## Customer Recommended

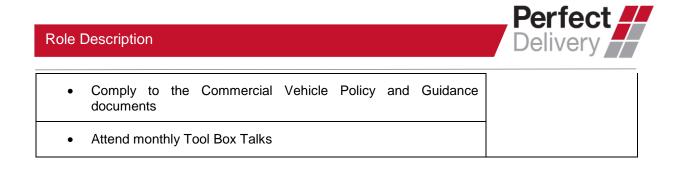
	KPIs
Deliver exceptional customer services, demonstrate flexibility and adaptability	Measurement of customer experience;
Be polite and courteous at all times	time keeping and appointments kept
<ul> <li>Promote the Company by keeping yourself calm and well presented in clean Company uniform</li> </ul>	Effective working relationships and communication
Comply with the company policy of vehicle presentation.	>95% customer
Communicate effectively with the Client representatives	experience

## People Promise

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Attend and participate in team meetings	Ensure a professional service is delivered at	
Demonstrate honesty with colleagues	all times respecting	
• Work in conjunction with the Team to deliver a reliable service	communicating effectively	
Participate where possible to make your mark		
Actively each to develop skills and knowledge, attending training	Join in and take part in the Property Services 'Peoples Promise' activities	
<ul> <li>Actively seek to develop skills and knowledge, attending training courses provided by the Company</li> </ul>	Model Company values and behaviours	
	Attendance on training courses	

Safe	
	KPIs
• Carry with you at all times your Health and Safety files, Risk and CoSHH assessments and refer to them when needed	Contribute to H&S Morgan Sindall Property Services 'Gold' Standard Actively participate to minimise non – conformances with regard to Health and Safety Monthly Engineer Audits
Be responsible for your own safety and that of others as set out in the Company H&SE Policy	
Ensure tools are Pat Tested in line with Company policy and kept in good working order	
Report any accidents, incidents, near misses	
Always wear the appropriate PPE	

KPIs



### Technical Skills, Knowledge and Attitude

\* either core trade intermediate to advanced level & others as appropriate basic / working towards intermediate level

Safe People Promise Right	t First Time Valu	e R	ecommended
	Basic	Intermediate	Advanced
Electrical			√*
Plastering	✓		
Carpentry			√*
UPVC Repairs and Glazing	✓		
Tiling	✓		
Plumbing			√*
Heating (Domestic or Commercial)			√*
Painting	✓		
Drainage	✓		
People Skills		$\checkmark$	
Flexibility/Adaptability		$\checkmark$	
Good communication skills and knowledge of Microsoft Office products		~	