

## Role Description

- 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
<ul style="list-style-type: none"> <li>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</li> </ul>	
<ul style="list-style-type: none"> <li>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</li> </ul>	<i>Ensure a professional service is delivered at all times</i>
<ul style="list-style-type: none"> <li>Ensure van stocks are managed effectively and keep accurate records available at all times</li> </ul>	<i>Ensure stock levels are maintained at all times</i>
<ul style="list-style-type: none"> <li>Work to the agreed programme and timescales to complete all works on time and budget with accurate notes and job information</li> </ul>	<i>Effective materials management</i>
<ul style="list-style-type: none"> <li>Identify cost savings where possible to assist the company in achieving our commercial aims</li> </ul>	<i>Work to exceed the minimum requirements of jobs completed per day</i>
<ul style="list-style-type: none"> <li>Be prepared to work overtime when the need arises to complete work and agree with line manager any overtime required</li> </ul>	
<ul style="list-style-type: none"> <li>Out of Hours emergency repairs on a rota basis as required</li> </ul>	

## Right First Time

	KPIs
<ul style="list-style-type: none"> <li>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</li> </ul>	<i>Ensure a professional service is delivered at all times measured by customer experience</i>
<ul style="list-style-type: none"> <li>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) &amp; The Electricity at Work Regulations 1989.</li> </ul>	<i>Consistent delivery of repairs to the highest standard &gt; 95%</i> <i>Contribute to maintaining a high First Time Fix rate as</i>

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<ul style="list-style-type: none"> <li>• Go the extra mile when needed to keep the customer happy and get the job done</li> </ul>	<p><i>expected by the Company and Client</i></p>
<ul style="list-style-type: none"> <li>• Work as a member of the team communicating effectively with management and with colleagues at all levels</li> </ul>	<p><i>Materials management</i></p>
<ul style="list-style-type: none"> <li>• Manage materials effectively to ensure First Time Fix is maintained to a high level</li> </ul>	<p><i>Time keeping and appointments kept</i></p> <p><i>&gt;95% accuracy on MSi inputs</i></p>

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### Customer Recommended

#### KPIs

<ul style="list-style-type: none"> <li>Deliver exceptional customer services, demonstrate flexibility and adaptability</li> </ul>	<p><i>Measurement of customer experience; time keeping and appointments kept</i></p> <p><i>Effective working relationships and communication</i></p> <p><i>&gt;95% customer experience</i></p>
<ul style="list-style-type: none"> <li>Be polite and courteous at all times</li> </ul>	
<ul style="list-style-type: none"> <li>Promote the Company by keeping yourself calm and well presented in clean Company uniform</li> </ul>	
<ul style="list-style-type: none"> <li>Comply with the company policy of vehicle presentation.</li> </ul>	
<ul style="list-style-type: none"> <li>Communicate effectively with the Client representatives</li> </ul>	

### People Promise

#### KPIs

<ul style="list-style-type: none"> <li>Attend and participate in team meetings</li> </ul>	<p><i>Ensure a professional service is delivered at all times respecting others and communicating effectively</i></p>
<ul style="list-style-type: none"> <li>Demonstrate honesty with colleagues</li> </ul>	
<ul style="list-style-type: none"> <li>Work in conjunction with the Team to deliver a reliable service</li> </ul>	
<ul style="list-style-type: none"> <li>Participate where possible to make your mark</li> </ul>	
<ul style="list-style-type: none"> <li>Actively seek to develop skills and knowledge, attending training courses provided by the Company</li> </ul>	<p><i>Join in and take part in the Property Services 'Peoples Promise' activities</i></p> <p><i>Model Company values and behaviours</i></p> <p><i>Attendance on training courses</i></p>

### Safe

#### KPIs

<ul style="list-style-type: none"> <li>Carry with you at all times your Health and Safety files, Risk and CoSHH assessments and refer to them when needed</li> </ul>	<p><i>Contribute to H&amp;S Morgan Sindall Property Services 'Gold' Standard</i></p> <p><i>Actively participate to minimise non – conformances with regard to Health and Safety</i></p> <p><i>Monthly Engineer Audits</i></p>
<ul style="list-style-type: none"> <li>Be responsible for your own safety and that of others as set out in the Company H&amp;SE Policy</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure tools are Pat Tested in line with Company policy and kept in good working order</li> </ul>	
<ul style="list-style-type: none"> <li>Report any accidents, incidents, near misses</li> </ul>	
<ul style="list-style-type: none"> <li>Always wear the appropriate PPE</li> </ul>	

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<ul style="list-style-type: none"> <li>Comply to the Commercial Vehicle Policy and Guidance documents</li> </ul>	
<ul style="list-style-type: none"> <li>Attend monthly Tool Box Talks</li> </ul>	

## Technical Skills, Knowledge and Attitude

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

Safe	People Promise	Right First Time	Value	Recommended
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	Basic	Intermediate	Advanced
Electrical			✓*
Plastering	✓		
Carpentry			✓*
UPVC Repairs and Glazing	✓		
Tiling	✓		
Plumbing			✓*
Heating (Domestic or Commercial)			✓*
Painting	✓		
Drainage	✓		
People Skills		✓	
Flexibility/Adaptability		✓	
Good communication skills and knowledge of Microsoft Office products		✓	