**HERON & BREARLEY**

**TECHNICAL SERVICES ENGINEER**

**ROLE PROFILE**

**JOB FAMILY: HR CODE:**

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| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| This role is located at H&B Head Office and forms part of the Technical Services Division reporting to the Technical Services Manager. This is a full time permanent role. | N/A |

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| **MISSION & PURPOSE** |
| * To assist and provide support to the Technical Services Department.
* To provide an exceptional service to our customers, adhering to applicable health & safety regulations and best practice.
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| **KEY RESPONSIBILITIES & DELIVERABLES** |
| * **Typical responsibilities include, but is not limited to, the following:**
* To effectively carry out tasks as instructed by your line manager to ensure that sites achieve minimum disruption. This may be working as part of the team or working alone.
* To conduct work in accordance with all relevant legislation including Health and Safety and Environmental.
* To achieve supplier’s response times as determined with service level agreements.
* To undertake training & development needs as determined by the job role.
* To accurately and promptly complete and submit time sheets
* To ensure effective accounting for stock and accurate H&S reporting.
* To demonstrate effective management of own time through planning, prioritisation and efficient diary planning.
* To ensure that Technical Services vehicles comply with legal requirements and that power tools are utilised and maintained in accordance with standard practices.
* Work and communicate with appropriate stakeholders whilst building effective relationships.
* Ensuring that timetables for works are completed where appropriate and that deadlines are met.
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| **SKILLS & BEHAVIOURS** |
| * The ability to learn quickly and retain knowledge of new and complex tasks
* Excellent communication skills both verbal and written with the ability to effectively communicate with both internal and external stakeholders.
* Plans and organises activities to achieve objectives.
* Logical approach to problem solving.
* Professional approach and appearance.
* Thinks ahead, produces timely contingency plans, etc.
* Shows sense of urgency to achieve results.
* Recognises, anticipates and responds to customer needs in a timely fashion.
* Adheres to priorities and deadlines and uses time effectively to complete tasks.
* Works effectively as part of a team.
* Flexible and readily adapts to changing demands.
* Keen interest in the hospitality industry.
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| **QUALIFICATIONS & EXPERIENCE** |
| * A refrigeration, electrical or plumbing qualification or experience would be advantageous but is not essential.
* A full driving licence is essential.
* Previous experience working under own initiative and without supervision.
* Working knowledge of Microsoft Office Outlook, Word & Excel.
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The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All employees are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the H&B and associated businesses to add value.

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| **Date prepared:** |  |
| **Agreed by:** | **Incumbent**  | **Manager** |
| **Review date:** |  |