

M&E Engineer

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| Job Title: | M&E Engineer |
| Department: | Capita Account |
| Reporting to: | M&E Manager |
| Responsible for (staff): | N/A |
| Location: | Field Based – South East |
| General Purpose of Role: | To carry out planned and reactive M&E maintenance tasks safely and to an agreed standard. To provide first line response to all emergencies whilst on site. |

ACCOUNTABILITIES

- To undertake all M&E reactive and planned maintenance tasks allocated via the CAFM system to be completed to the required standard
- Achievement of tasks within SLA times with work orders opened and closed in real time
- Timely completion of reactive and planned works carried out to agreed standards, achievement of first fix and equipment uptime
- To work proactively to manage task volumes in conjunction with the onsite Planning team
- Investigate and report in detail any problems and incidents
- To provide M&E technical support as required, e.g. advice regarding major operational issues
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions, escalating where necessary
- Ensure parts and materials are ordered in a timely manner using company processes
- To sponsor and accurately complete M&E surveys and technical reports as necessary and to cascade all key data to relevant site personnel
- Ensure appropriate audits and checks (seasonal) are carried out in line with standards provided
- Ensure compliance with all health and safety requirements and adhere to best working practices at all times
- Deal with and make safe all Health & Safety related issues following processes laid down by the Health and Safety policy
- Undertake relevant HR processes including, notification of absence, holidays, training needs and completion of timesheets
- To actively support colleagues building a teamwork approach e.g. – supporting with training and up skilling of apprentices and communicating regularly and assisting when required
- To attend training courses as and when necessary to ensure personal management and keep your technical knowledge up to date

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Recognised Apprenticeship in M&E services maintenance

- Mechanical maintenance qualification and experience
- Able to access CAFM system using Tablet/PDA
- 17th Edition IEE Regulations
- City & Guilds Test and Inspection (desirable)
- Gas Safe certified (desirable)
- Full driving licence

Experience

- Significant experience in M&E
- Understanding of commercial M&E service technologies
- Awareness of budgeting of parts and material usage

Knowledge

- HVAC knowledge

Skills Competence

- Ability to work unsupervised in a pressurised environment dealing with both office, plant room and laboratory environments
- The nature of the job requires the job holder to climb ladders, use access equipment, work in confined spaces etc There a degree of personal fitness is required
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner always and develop relationships
- To ensure effective written and verbal communication of all critical corporate and operational M&E issues
- Appreciation of refrigeration systems and the ability to provide visual only inspection
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn
- Enjoys working with people

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges

- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- DBS (Disclosure and Barring Service) check will be required if successful
- The post holder must be able to work flexibly, as determined by business requirements. 24/7 site cover required by the Client, shift and/or shift cover will be required.