

Job Description

Job Title	Service Engineer
Department	Services
Location	Field-based throughout Scotland, travel as business needs require
Reporting to	Contracts Manager
Line Manager to	N/A
Key Relationships	Heating Engineers, Administrator, Contracts Managers/Supervisors, HR, Apprentices, Services Manager, Services Operations Director, Clients, and Customers.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Main Duties and Responsibilities:

Responsible for the maintenance and servicing of gas, oil and renewable energy central heating systems and all associated controls. The individual must be customer focused at all times, must be prepared to work within and as part of a team, be able to interact with colleagues, management at all levels, clients and other trades in a professional and tactful manner, and in doing so present a positive image of the Company.

Key Tasks and Responsibilities:

- Support customers and In-house (Admin and Operations).
- Service and maintain gas, oil and renewable energy central heating systems and all associated controls, safely and in accordance with relative industry standards.
- Follow all Safe Systems of Work in accordance with Everwarm requirements and any additional practices as requested by Clients.
- Provide support to colleagues and communicate with staff at all levels.
- Ensure that guidelines and standards of work expected by Everwarm are understood and met.
- Ensure that follow-up work requirements are referred back to the appropriate staff within Everwarm to enable necessary action and recommendations to clients/customers.
- Maintain a professional appearance and manner at all times, consistent with client and company expectations, and in doing so help to promote the image of the Company.
- Set a good example to colleagues by observing and obeying all company rules and regulations, complying with all site regulations, and safeguarding Company property.
- Set a good example to colleagues by completing all necessary Company documentation punctually and in accordance with any guidelines or schedules issued (including Time Sheets, reports, etc.).
- Attend all training courses and meetings as required by Everwarm.
- Provide support and co-operation to the management and to colleagues, and be prepared and willing to help and contribute to the success of the company at all times;
- Observe and adhere to company health & safety guidelines and contribute to a healthy and safe working environment.

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Qualifications/Experience required:

- 3-5 years' experience within the construction industry
- Relevant Domestic Gas qualifications.
- Relevant Domestic Oil qualifications.
- Renewable Energy qualifications would be advantageous.
- Proven experience in multi-fuel heating installations.
- Good knowledge of central heating wiring and controls.
- Experience of engaging with customers in a pressured environment.
- Computer literate and experience with MS Office, Excel.

Skills/Knowledge/Experience:

- Strong interpersonal skills.
- Proven ability to organise own workspace.
- Ability to prioritise tasks effectively.
- Strong colleague/ customer /subcontractor interfacing skills.
- Ability to communicate at all levels regarding technical matters.
- Willing to take on challenging assignments.
- Team player, but willing to accept responsibility.
- Positive attitude, enthusiastic and honest.
- Highly motivated and uses initiative.
- Co-operative and helpful at all times
- Able to participate in a successful, committed and highly motivated team.
- Flexible approach to work and be prepared to work extra hours as and when required.

Additional Requirements:

- Enhanced Disclosure Check
- Full Clean Driving License

What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Company van and fuel card (for business purposes)
- 29 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy/sell holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.