

FIELD ENGINEER			
Role:	Field Engineer	Team:	Operations team
Reports to:	Field Service Manager	Date compiled:	May 2023
Responsible for:	Budget	Nil	
	People	Nil	
	Process	Service, maintenance and repair of COTS and MOTS assets	
Role Purpose 1 to 3 descriptive sentences to give an overview of the role:	<p>Proactively maintain a fleet of MOTS and COTS product, both company and customer owned within their engineering capabilities.</p> <p>Maximise the operational availability for the customer by investigating, understanding and eliminating failed/fault operation of those products such that the fix is as rapid and cost effective as possible while ensuring continued safe and effective operation for the foreseeable future.</p>		
Main accountabilities and responsibilities (8-14 max)	<ol style="list-style-type: none"> 1. Both at outset and as work progresses, liaise with Service Desk MSC and customer on the range of expected work providing clarity and understanding by all parties the likely timescales and associated costs are understood. 2. Identify the root cause of a breakdown in a timely manner and ensure the correct parts are obtained using the nominated supply chain, including when required, the Ameybriggs' spares technical team. 3. Identify any further work required on a machine and ensure the customer is made aware of the fact, especially where a cost to the customer is to be incurred (NFWT). The engineer should ensure that they identify potential revenue for equipment that has been damaged. 4. Complete all related job and service documentation with accurate data and all necessary signatures/documents obtained from the customer. 5. Repair, maintain, inspect and service plant, equipment and associated ancillaries to current company standards and LOLER and PUWER legislation, both at regional pool location and on site as directed, using effective time management systems. 6. Maintain local stocks of spares, CES, ancillaries, attachments and local technical documentation, as appropriate. 7. Develop interface with local MoD user of the service. 8. Using existing processes, collect and input management information arising from maintenance and transaction activity, as required. 9. Ensure that safe systems of work are adopted and company Safety, Health, Environmental and Quality policies are read, understood and adhered to at all times. 10. Authorised to mentor MoD maintainers and users, within limits of own qualification, ability and knowledge. 11. Must be willing to work away from regional pool location and in other Ameybriggs regional areas. 12. Will be required to undertake out of hours duties including weekend work and callouts. 13. Will be required to achieve local, or team placed goals and KPI's 		
Additional Responsibilities:	<p>The following responsibilities are standard to all AmeyBriggs' Equipment Job Descriptions</p> <ul style="list-style-type: none"> ▪ Be aware of, adhere to, and implement all legislative requirements consistent with overall duties of this role, to comply with all company policies. ▪ Promote and adhere to the organisation's culture and values. 		
AMEYBRIGGS' VALUES			
Safety First	We place the safety of our colleagues and customers above all else in the development and delivery of our practices, processes, products and services.		
Innovate and Improve	We challenge ourselves to find better ways of doing things, so we can be the very best at what we do		

Build Trust	We take the time to understand the individual and their needs and fulfil our promises by consistently doing things well.
Easy to work with	We are flexible in our approach and ensure that our way of doing things is simple and accessible and keeps us connected to our customers.
It's our business	We are entrepreneurs and embrace every opportunity to develop and grow our business and to be charitable.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment (see list below)
Education and Qualifications Full UK driving license.	Car	HGV	CQ
City & Guilds, NVQ or equivalent in mechanical engineering	Pass/Level 2 Minimum	Pass/Level 3	CQ
Experience, Skills & Knowledge Extensive 5 years Substantial 3-4 years Significant 2-3 years Demonstrable 1-2 years *Experience should be at role level.			
Experience in diagnosis techniques.	Significant 2-3 years	Substantial 3-4 years	I
Working knowledge of Health & Safety, LOLER and PUWER regulations	Significant 2-3 years	Substantial 3-4 years	I
Experience in construction related plant/MHE/HGV maintenance.	Significant 2-3 years	Substantial 3-4 years	I
Computer/IT literacy	Demonstrable 1-2 years		I
Essential to the Job: <ul style="list-style-type: none"> No restrictions to gaining MoD security clearance. Physically fit to assist in loading and unloading of equipment, tools, STTE and spares. Valid passport as potential for occasional travel to overseas locations. Able to maintain periods of intense workload. Able to demonstrate a positive culture for their own and others' safety, to be able to complete work based dynamic risk assessments and to assist in the production of hazard surveys and safe systems of work. Articulate, professional and good communication skills. 			
Key for above			
CV	CV	CQ	Certification of Qualification
I	Interview (may include presentation or occupational test where appropriate)	R	References