Job Description

Job Title	Senior Maintenance Engineer
Department	Service and Repairs
Location	South East England
Reporting to	Line Manager and Contracts Manager
Line Manager to	Engineers
Key Relationships	All Operational Teams, Customers and Clients

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Lakehouse. 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. The post-holder will be expected to participate in developing Lakehouse Quality Standards.

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

Purpose of the Role/Role Overview:

To Act in a Supervisory Support and consultation role to all Engineering Staff.

To provide servicing of maintenance contracts in accordance with company operating procedures, reporting directly to the Contracts Manager.

General Duties/Key Responsibilities:

- Provide Day to day servicing of contracts
- To respond to emergency call-outs and carry out any remedial works
- Report any defects to the client and the maintenance manager
- Note the type and condition of equipment on site
- Install replacement/ additional equipment
- Commission systems, complete necessary documents in accordance with approved Company Operating Procedures.
- Conduct site surveys as required
- Carry out Monthly Audits of competency for other field engineers, noting corrective actions and following through these actions to improve the engineers works and company service delivery.
- Act as point of contact for Engineering Staff to consult on day to day situations and issues
- Attend Head office periodically to review company performance / service delivery / Engineering Staff

Job Description

PERSON SPECIFICATION Job title:		
CRITERIA	**E or D***	**S or I****
KNOWLEDGE		
Good general understanding of the British Standards BS 5839 and BS 5266	E	I
Motivation and mentoring a team	E	I
SKILLS AND ABILITIES		
Assimilate information quickly and form an action or judgment in the interest of the company	E	S/I
Able to communicate effectively on all levels	E	S/I
Able to manage duties effectively	E	S/I
Concise, attention to detail	E	S/I
Identify and solve problems effectively	E	S/I
Assimilate information quickly and form an action or judgment in the interest of the Company	E	S/I
Able to work under pressure	E	S/I
EXPERIENCE		
Relevant Industry Experience	E	S/I
Service Company Experience	E	S/I
Social Housing Sector Experience	D	S/I
Supervisory/Leadership role within a team of Engineers	E	S/I
QUALIFICATIONS		
BAFE Extinguisher Maintenance	E	I
Refresher Courses as required	E	I
Understanding of current regulations relevant to this work	E	S/I
***E = essential criteria D = desirable criteria **S = short listing criteria I = interview criteria**		