



Role Profile

Operations & Maintenance Engineer

Purpose

The Operations & Maintenance Engineer is the individual responsible for growing, developing and delivering the operational requirements for all service and maintenance activities that are secured by the company. You will report directly to the Operations Director and have overall responsibility for the safe delivery of the service and maintenance contracts on time, to the highest of standards and within budget.

Specific Responsibilities

The Operations & Maintenance Engineer operating within agreed reporting structures is responsible for: -

Responsible for H&S on all service and maintenance projects including onboarding of client H&S compliance. Producing and agreeing RAMS, quality checks, H&S audits

- *Ensuring safety is paramount across all service and maintenance contracts and everyone is aware of their responsibilities.*
- *Escalating H&S issues where appropriate.*
- *Managing risks, including the development of contingency plans.*
- *Take a proactive lead in the management of health and safety.*

Overseeing, managing and delivering the operations for each service and maintenance project;

- *Ensuring surveys are completed correctly where required.*
- *Ensuring all relevant paperwork and documentation is completed.*
- *Ensuring all service and maintenance contracts are delivered on time and to budget and at the correct quality.*
- *Attending site and completing service and maintenance contracts where applicable.*
- *Producing customer reports and quotations for any remedial work required.*
- *Making, suggesting and implementing areas of improvement where possible.*
- *Electrical testing and fault finding for Solar PV and Battery Storage.*

Organising resources and equipment.

- *Understanding the service and maintenance contracts signed and resourcing the appropriate equipment.*
- *Planning appropriate resources to hit deliver targets.*
- *Ordering/coordinating materials within appropriate delegate authority levels.*
- *Ensuring hire equipment is planned appropriately.*

- *Managing, recording, and solving customer issues appropriately.*
- *Work with other members of the business to resolve contractual, commercial, and legal issues.*

Quoting, and winning work.

- *Understanding the service and maintenance requirements of customers and preparing proposals that suit this.*
- *Being proactive in finding suitable customers that would fit our portfolio of service and maintenance customers.*
- *Develop and negotiate suitable contracts for service and maintenance activity.*
- *Be resourceful to find suitable equipment that will improve the service and maintenance offering.*
- *Build a profitable and growing service and maintenance portfolio within the business that can develop to support additional teams.*

Following, understanding, and communicating processes.

- *Where practical suggesting and improving processes.*
- *Briefing any changes out to the team.*

Attributes

The Operations & Maintenance Engineer should be able to: -

- Be commercially aware and build a strong successful business within a business.
- Develop and maintain excellent client relationships.
- Tailor expert knowledge to meet specific circumstances.
- Build and sustain effective communications with other roles involved in the projects as required.
- Managing conflict.

Skills and knowledge

- Critical thinking and problem solving
- Electrically biased
- Planning and organising
- Decision making
- Teamwork
- Conflict Management
- Adaptability
- Stress tolerance
- Proven experience in strategic planning
- Computer skills
- Communication – verbal and written.
- Leadership and Managerial skills
- Professional and presentable manner
- Ability to share knowledge into the team.
- Problem solving and change management.

- Knowledge of all relevant health and safety laws and company practices
- Time management
- Knowledge of environment and sustainability
- Knowledge of the construction market
- Commercial and financial acumen
- Risk management

Due to the nature of our business, we must remain flexible in our approach and our role to ensure the business is able to react and respond to deliver our customer's needs.

To apply for this role, please email your CV with a cover letter to info@arpower.co.uk.