

Job Title: Service/Breakdown Engineer

Location: Various sites as directed

Responsible to: Service Supervisor

About Aston Group

We are an established, family run, privately owned business that has been setting standards for efficiency, innovation and quality for 50 years. We are passionate about providing an excellent service to both our clients and our colleagues, and pride ourselves on our quality of work and reputation. We are immensely proud of our hard working and dedicated team who have been integral to the company's success, and we look forward to working and thriving together.

Job Purpose/Key Responsibilities:

To maintain property services by delivering planned and reactive maintenance to an agreed programme, budget and quality within the company's operational targets.

- To carry out inspections, diagnose faults, fit parts and carry out repairs.
- Testing and commissioning of equipment.
- Undertake gas servicing.
- Servicing of Heat recovery units
- Testing of smoke alarms
- To complete job sheets for every task, daily log sheets and via PDA.
- To comply with safe working practices ensuring the safety of the workforce and public is maintained at all times.
- Liaise with all stakeholders as required to ensure a high quality service is delivered and a high level of customer satisfaction is achieved.
- Responsible for the delivery of planned commitments to the client, ensuring agreed KPI's and service levels are being met.
- Provide technical support and advice.
- To supervise and train staff.
- To maintain a high standard of customer service for all internal and external facing activities
- To attend tool box talks.
- To comply with the company's Health & Safety policy at all times and follow all related safe systems of work.

- Undertake other duties of a similar nature as required by management. Responsible for care and maintenance of vehicle; washes vehicle and cleans interior; takes vehicle to garage for maintenance and repair.
- To report any vehicle malfunctions to management as soon as possible.

Experience

- Experience as a suitably qualified heating/gas service engineer working in commercial and/or domestic premises
- Appropriate gas industry qualifications
- Use and ability to train in the use of PDA devices

Skills/Qualifications

- The ability to establish and maintain effective, professional working relationships with internal and external stakeholders
- Excellent communication and interpersonal skills
- To be able to work as part of a team
- It is a requirement that a valid full clean driving licence is maintained

Competencies

Planning and Organising

Ensuring the successful achievement of results through the effective planning and management of resources, which are in line with the organisation's strategic direction. The ability to think through and adopt a clear, sensible step-by-step approach to planning and organising work making effective use of time, resources in order to get the job done as effectively as possible.

Team Working

Working collaboratively and sharing information within and across Aston Group to contribute to the effective delivery of services. Building and maintaining good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals.

Client Service

Focus on discovering and acting on the client's needs. A commitment to putting the client first. Clients may include 'internal' staff and external clients.

Circumstances

Able to travel throughout the U.K. and stay away overnight on an as and when required basis. To undertake call out duties.