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| **Job Description** | |
| **Post title** | Service Engineer |
| **JE Reference No** | N9558 |
| **Grade** | 7 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services – Technical Services |
| **Reporting to** | This post is accountable to the Team Leader within Technical Services. |
| **Location** | Your normal place of work will be Meadowfield, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an Enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be expected to contribute towards the delivery of ICT Services to all customers and contribute towards completing the tasks and meeting the targets incorporated in the group’s Operational Plan that is reviewed on an annual basis.  
  
You will work as part of the Health and Safety team and take direction from your team leader/senior officer to ensure the provision of an effective and efficient service to customers. You should expect your duties to vary as workloads within the Service area change

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| **Duties and responsibilities** |

**Job Specific Duties and responsibilities**

* Undertake the work associated with the Maintenance and Repair of various types of Industrial Cleaning Machinery/Equipment. Carry out electrical testing and scheduled servicing of quipment.
* To assist in a support capacity to undertake the fieldwork associated with the maintenance and repair of Design and Technology equipment, including electrical and mechanical appliances.
* To assist in a support capacity to undertake the fieldwork associated with the testing, maintenance and repair of Local Exhaust Ventilation Systems, in accordance with specific legislation.
* To assist in a support capacity to undertake the work associated with the installation of electrical systems.
* Meet agreed performance standards in relation to the post.
* Ensure work carried out by the Service follows agreed procedures.

**Strategic**

* Act responsibly and within the Council’s policies at all times.
* To assist in implementing new technologies that will enable continuous improvement of service delivery.

**Quality**

* Achieve service standard and target set by the Authority in relation your individual performance and ensure requirements are met or exceeded and that the highest standards are maintained.
* Operate quality systems and procedures within digital/finishing.

**Resource Management**

* Ensure that the Standing Orders and Financial Regulations of the Authority are adhered to.

**Representation**

* To represent the Council and to attend Court as necessary in any legal proceedings relating to the Service.

**Miscellaneous**

* Maintain professional competence and, in particular, awareness of changes in law, policy and Government advice which are relevant to the advice and service given by the Authority at all times.
* Uphold the Authority’s standing as a body providing public services in a professional, competent, helpful and polite manner.

The above is not exhaustive and the post holder will be expected to undertake any duties which

may reasonably fall within the level of responsibility and the competence of the post as directed by

your manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent in Electrics/Electronics or related discipline and/or relevant experience. * Hold a clean driving licence that is appropriate to the vehicle allocated | * City & Guilds 2377 Codes of Practice. * 18th Edition wiring regulations. * Performing Engineering Operations (7682) * Consumer Electrical and Electronic Servicing (2359) |
| Experience | * Understanding of testing and repair in an electrical environment. * Experience of carrying out repair and servicing of both electrical and mechanical equipment * Experience of electrical testing of electrical equipment or equivalent | * Knowledge of H&S relevant to the post. |
| Skills & Knowledge | 1. Technical knowledge. 2. Knowledge of Electricity at work Regulations. 3. Ability to work alone/unsupervised. 4. Ability to organise work.  * Good communications and customer care skills. * Ability to follow instructions and request additional information when required.  1. Ability to work as a member of a team. 2. Manage time effectively. 3. Ability to work independently. 4. Personal commitment and drive. 5. Commitment to quality. 6. Commitment to customer service. 7. Identifying and requesting necessary spare parts | 1. General awareness of recent developments in education, including legislation. 2. Ability to work within a client environment. 3. ICT skills. |
| Personal Qualities | * Hold a full current valid driving licence * May be required to work outside of normal office hours and where requested to partake in the Services on-call rota. * Pleasant manner when dealing with colleagues and customers * Tactful, discreet * Flexible approach * Willingness to learn   Enthusiastic, self motivated |  |