



**Goodwater Ltd
Job Description**

Job Title	Service Engineer
Department	Operations
Direct line manager	Engineering Manager
Salary Package	Dependant on experience

Job Summary

To undertake water hygiene/water treatment works as per the requirement of the Department, in accordance with agreed schedules and scopes, ensuring full compliance with relevant standards, codes of practice and legislation.

To uphold Health and Safety standards, and ensure that Goodwater's codes of practice are always observed, whilst maintaining a professional image of the Company at all times.

Primary Objectives

- To undertake all aspects of water hygiene/treatment works for all types of water systems and water treatment equipment, as detailed on the assigned contract/work sheets, ensuring full compliance with relevant legislation and Health and Safety standards, and that Goodwater's codes of practice are always observed.
- To ensure that customers receive the best possible service at all times, and that work is completed to the highest standard, including production of concise and accurate reports for all work undertaken.
- To ensure that any problems encountered while on site or any urgent remedial works required are immediately identified to the Operations Manager and/or the Line Manager, depending on the nature of the situation.
- To maintain good levels of communication both with the operations team and the customer if necessary, so that progress on allocated jobs is always known.
- To use every available opportunity to seek out remedial works or new leads for the Department.
- Utilise knowledge and experience gained to train less experienced engineers and new graduates, so as to ensure the high standards expected are maintained throughout the company.
- To uphold the image of the company by conducting and presenting themselves in a professional and responsible manner at all times.
- To maintain knowledge of water hygiene practices and legislation, and water treatment products and equipment, and to ensure any training requirements are highlighted to the Line Manager.

Other Objectives

- To assist the Equipment Department with the commissioning of water treatment equipment as agreed with the Operations Managers.

Qualifications / Experience

- Minimum 'O' Levels/GCSE's or equivalent.
- Minimum 2 years practical site experience is advantageous.
- Excellent planning and organising skills.
- Excellent communication skills.
- Good knowledge of all water treatment legislation would be of benefit.
- Good computer skills, including Word and Outlook.
- Plumbing and/or electrical qualification or experience is highly desirable, but not mandatory.
- Full Valid UK Driving licence.
- A good knowledge and understanding of a wide range of water treatment plant – e.g. water softeners, chlorine dioxide units, UV systems, chemical dosing plant – would be beneficial.

Person Profile

- A well-motivated, dynamic and hard-working individual with the drive and determination to surpass targets.
- Must be enthusiastic, understand and demonstrate the importance of customer satisfaction to the highest standard, and thrive when working under pressure.
- Must demonstrate integrity, honesty, dignity, professionalism and respect in all dealings with customers and colleagues.
- Can participate effectively in teamwork and use own initiative when required. Must be a team player.
- Must be a flexible individual who enjoys the challenges of meeting deadlines with the willingness to go the extra mile when necessary, to ensure the needs of the customer are met.
- Must be eligible to work in the UK.
- Ideally located within 30 miles of our office, but this is open to discussion.

Further Details

- Holiday entitlement: 22 days per year plus bank holidays
- Provision of a company van and fuel card
- Provision of a laptop and mobile phone for business use only
- Auto Enrolment Pension Scheme
- Incentive Scheme
- Service Award scheme
- Opportunity for career development within the company
- Working hours will generally be 40 hours on-site
- Working weekend rota (1 in every 3) paid as additional overtime
- Training will be provided as necessary
- Start date: Immediate

If you are shortlisted you may be required to attend 2 interviews.