

ROLE PROFILE

Title	Field Team Manager	Department:	Operations
Location:	Area Manager	Job Banding:	N/A

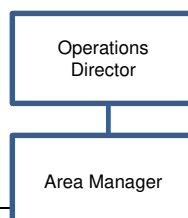
Purpose: *What is the role purpose and how does it support our strategy?*

Responsible for providing training, mentoring and technical support for a team of multi-skilled engineers, deliver best customer service to our clients and customers

Accountabilities: *What are you here to do?*

1. Provide a coaching and performance management role to the field engineers and keep a record of all activity.
2. Adhere to all health and Safety procedures and support both the Area Manager and Drainage/Plumbing operative with the same.
3. Monitor performance of engineers against specific contract SLA's and KPI's particularly with respect to first response time
4. Support the Area Manager by contributing to regular performance reviews of the engineers.
5. Deliver against the allocated financial and operational targets eg safety, quality, cost, return visits (recalls), growth and profitability.
6. Provide customers with sound and professional advice and keep the customer well informed while work is in progress and on completion.
7. Highlight opportunities to increase revenue and advice technical Sales managers of the opportunity. Maximise revenue opportunities and increase customer retention, loyalty and to build the highest reputation with the customer.
8. Provide accurate information on products and services to ensure consistency across the organisation and provide a reliable and trustworthy customer service.
9. Carry out site visits and investigations and deal with any customer or engineer related complaints.
10. Operate information systems to the required standard to maintain accurate and secure records.
11. Understand and adhere to the company and department standards, policies and procedures and identify any operational and regulatory risks, escalating as appropriate.
12. Adhere to the Competence and Training procedures, in particular, to promote a culture where customers are treated fairly and are properly informed.
13. Provide Quality assurance management of the emergency and repair engineers.
14. Provide incident reports and management information as required.

Organisation Chart: *Where does this job fit in the organisation?*



Field Team
Manager

Reports to: Area Manager

Scope: *how big is this job?*

Responsible for 10-15 engineers

People Factors:

What is needed to do the job?

Background: *What experience is needed in order to be able to do the job?*

Essential:

- Experience in CCTV operations and sound knowledge of repair techniques.
- Competent in the safe operation of all necessary plant and equipment.
- Knowledge of the range of products and services.
- Computer literacy in order to operate customer related information systems
- Current full manual driving licence valid for use within the UK
- Problem solving to diagnose the defect and recommend appropriate technical solutions.

Desirable:

- Understand the UKDN Waterflow complaints escalation and resolution process.
- Aware of the commercial aims and objectives of UKDN Waterflow

Qualifications: Are there any qualifications/ educational standards needed to do the job?

- Essential – High Pressure Water Jetting, Confined Space, Manual Handling, Abrasive Wheels, Health & Safety (CSCS), Customer Service, Street works Unit 2 (Signing, Lighting & Guarding), First Aid
- SSSTS

Regulatory Knowledge: *What regulatory/legislative knowledge is needed to do the job?*

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Business Know How: *What business knowledge is needed to do the job?*

- Ability to read and understand technical drawings
- Commercial Know-How: Managing for value, Understanding our Customers.

Person Specification: *What personal qualities are needed to do the job?*

- Confidence and creditability
- Effective customer relationship and communication skills
- Ability to prioritise deliverables and plan accordingly
- Common sense approach and a logical thinker
- Experience in leading and managing people

This profile is not an exhaustive list of the activities that the role holder may be required to undertake.

The Company may require the role holder to perform other duties as deemed necessary to fulfil the requirements of the role.