



## ROLE PROFILE TEMPLATE

Title	Drainage Repair Engineer	Department:	Operations
Location:	Regional	Job Banding:	TBC

**Purpose:** *What is the role purpose and how does it support our strategy?*  
 To carry out emergency and planned sewer and drainage infrastructure repair on customer premises to the required quality and safety standards ensuring cost effectiveness and a high level of customer satisfaction

**Accountabilities:** *What are you here to do?*

To work as part of a team to deliver a seamless customer experience and deliver against allocated financial and operational targets eg. Safety, quality, cost, return visits, growth and profitability.

To perform repair operations ranging from small localised repairs, larger excavation works or no dig repairs.

To diagnose issues and defects and take corrective action, whilst providing customers with sound professional advice and keeping them well informed while work is in progress and on completion.

To operate customer related information systems to the required standard to maintain accurate and secure records and to retrieve work, order parts and replenish stock.

To liaise with other internal departments as necessary to ensure that customer service is delivered to the required standard.

To carry out new surveys and prepare estimates to maximise sales opportunities and increase customer retention and loyalty.

To provide accurate information on products and services to ensure consistency across the organisation and provide a reliable and trustworthy service to the customer.

To collect excess payments on job completion from customers as required.

To escalate any queries or complaints to the second line support team to ensure they are handled and resolved in a timely manner.

To identify any operational and regulatory risks, escalating as appropriate.

To understand and adhere to company and departmental standards, guidelines, policies and procedures, including those related to health, safety and environmental issues, vehicles, stock and HR matters.

To promote a culture where customers are treated fairly and are properly informed.

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

Reports to: Drainage Supervisor

**Scope:** *how big is this job?*

People Factors: No direct reports

**What is needed to do the job?**

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

Previous drainage repair experience,  
Excellent customer service skills and experience of working on customer premises

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

Good numerical skills  
Confined space, manual handling, abrasive wheels, health & safety ( CSCS), Streetworks Unit 1 & 2,  
first aid, trench support, shoring, drain & sewer lining.

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

Knowledge of WRC guidelines

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

Ability to understand technical drawings

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

Flexibility required as the role will involve rostered working which will include some evening & weekend shifts.

Current full manual driving licence valid for use in the UK

Excellent communication and customer relationship skills

Problem Solving and diagnostic skills

Ability to prioritise workloads

Self motivated, able to operate without direct supervision

Computer literate

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.