

The Fire Alarm Engineer (FAE) is a key role for our business and the Fire Services Team. The FAE is responsible for the provision of safe compliant and installation and maintenance of our clients Fire Alarm Systems. Throughout all service interactions, excellent customer service, compliant and high quality technical advice and installation and maintenance work must be evident. Walker Fire seeks to ensure Fire Alarm installation, servicing at our customers’ sites, delivers fire alarm operations fit for purpose and in support of customer compliance requirements. All aspects of administration to support smooth operations must be demonstrated and all behaviours in support of our values must be evident throughout your employment.

**Person Specification**

- Confident and self-aware with the ability to communicate professionally
- Able to influence positively to gain effective outcomes
- Able to maintain performance in stressful and challenging circumstances
- Able to build and maintain long-term professional relationships both internally and externally
- Able to identify solutions to suit internal and external customers
- Produce high quality work ensuring recording and use of systems is accurate
- Effective organisation to ensure priorities, goals and deadlines are achieved.

**Role Competencies**

<b>Communication</b>	Someone with confidence, self-awareness and the ability to make a positive impression on others. Someone who demonstrates professional credibility by communicating verbally and in writing to be clearly understood and make an impact. Someone who is energetic, committed and determined to deliver results. Someone who is dependable, reliable and accountable for their own behaviour and has a willingness to learn, expand their own skill set and pursue their career with WF.
<b>Relationships</b>	Maintain personal performance and confidence in difficult, stressful, ambiguous and challenging circumstances. Recognise and act on signals of stress and responds appropriately when working under conditions of continuous pressure. Deals with situations in infancy to avoid future complications Recognising individuality and encouraging empathy, mindfulness and respect.
<b>Teamwork</b>	The ability to build and sustain long-term professional relationships based trust, respect and understanding. Someone who works co-operatively and with flexibility with others as part of a team (as opposed to working competitively or separately). It includes respect for other individuals by listening to and recognising the validity of others opinions, feelings and motivations.
<b>Performance</b>	Ensure all Company systems are supported and entry is accurate Support all colleagues with accurate and timely responses Produce high quality work ensuring all recording activity and administration is accurate and effective organization is employed to ensure priorities, goals and deadlines are met
<b>Commitment</b>	Ensure you support Health and Safety requirements of the HSE and the Company and work within their guidelines. Someone who ensures all anomalies and issues are addressed promptly, professionally to ensure you and your environment are not exposed to unnecessary risk. The ability and willingness to produce high quality work by seeking out and providing relevant information, attention to detail, insisting on clarity of information and maintaining the system correctly.

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.

## **Role Responsibilities**

### **Performance**

- The FAE will attend customers and prospective customer sites. During visits, a comprehensive survey will be provided to ensure site safety, and advice is given in relation to the adequacy of their Fire Safety Systems, and their compliance with the relevant BS Standards.
- The FAE will prepare recommendations during a site visit to ensure sites are compliant with British Standards and the client is aware of how their site has performed during the visit in relation to these standards. The FAE will ensure that the Walker Fire Service Code, Remain, Explain and Deliver is supported at every client visit made.
- The FAE will identify and maximise sales opportunities whilst on site to ensure the Groups products and services are cross-sold to develop the clients account and enhance their onsite Fire Safety systems. Examples of such sales include replacement or additional fire extinguishers, 'extended service' items, spare parts and signage.
- Complete and be accountable for, the quality and delivery of the designated workload and provide compliant installation and maintenance of Fire Alarm's and associated products.
- Work proactively to ensure personal and team KPI's and objectives are attained and assist towards the achievement of Company objectives.

### **Commitment**

- Take proper care of any Company resources you are provided with and ensure you comply with their specified safe and efficient use, ensuring your use is in support of all Company policy regarding equipment.
- Maintain a smart and professional appearance, proudly wearing the Company uniform and to adhere to support all employment policies and standards at all times.
- Ensuring the health and safety of self and others throughout all on and off site operations, and maintaining an awareness of and have regard for, trade-related environmental issues.
- Communicate professionally, effectively and empathically with customers and colleagues. Be an ambassador for the Company and communicate diplomatically to strengthen customer relationships.
- Work to, and to maintain in date knowledge of relevant guidelines of BAFE SP203 in order to deliver BS-5839/1 and maintain a good understanding of BS-5839/1, along with BS-5266 is required in order to fulfil all aspects of the maintenance during the routine service visit in order to deliver relevant feedback to all our customers at each planned maintenance visit.
- Obtain required qualifications, including the passing of the BAFE examination on the Maintenance of Portable Fire Extinguishers/ Alarms/Emergency Lights and subsequent periodic refresher courses.
- Attend technical training courses, seminars and other events as may be required by the Company in order to help maintain technical skills and product awareness. Maintain a robust knowledge of servicing, installation and commissioning of various Fire Alarm systems (Gent, Protec and Advanced along with others the Company may introduce)
- Contribute to the ongoing evaluation of the service through yearly reports, user surveys, audits, etc.
- To work within the Company's quality auditing and management policies, guidelines, protocols and procedures.

### **Teamwork**

- Communicate and work effectively within the team and contribute positively in team development initiatives and operations; through personal involvement, listening, training or leading.

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- Provide flexibility in your approach to work and liaise with the branch manager and team regarding service cover (including providing some out-of-hours and out-of-area cover).

### **Role Tasks**

- Utilising the “App” you will follow the work plan assigned to you from the Customer Focus Department.
- Whilst on client site you will support the workflow prompted on the “app” which will guide you through your visit, providing you with allocated timings for your visit, relevant products for the client and checkpoints.
- You will undertake compliance checks prior to commencing all on-site work, which may cover, risk assessment, manual handling assessment and working at heights assessment.
- You will ensure the daily use of company equipment and safe and compliant and does not highlight occasion where customers, colleagues or members of the public have reason to complain.
- You will work towards assigned daily KPI and therefore your compliance use of the company “app” is vital.
- You will ensure you are able to manage and maintain a productive work plan identifying and planning the most logistically efficient routes in relation to time and customer needs.

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