

Role Profile Fire Extinguisher Engineer

The Operations Team provides excellent compliant customer services to their customers, the Fire Extinguisher Engineer (FEE) is responsible for servicing portable fire-fighting equipment at our customers' sites. Sites must be surveyed to ensure adequacy of portable fire-fighting equipment cover; recommendations must be prepared to ensure sites are compliant with British Standards; sales opportunities are identified and maximised, Group products and services are cross-sold to develop and expand the customer base. The Engineer must be accountable for their own work and ensure effective self-management, planning and delivery of, the designated workload. The FEE works to KPI's to ensure their day is productive and complaint and services are responded to in support of agreed SLA's. All aspects of administration to support smooth processes 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 and BI is analysed and acted upon
- Effective organisation to ensure priorities, goals and deadlines are achieved.

Role Competencies

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| Impact and Communication | Confident and self aware with the ability to communicate professionally Demonstrates professional credibility by communicating clearly verbally and in writing. Perform with energy, commitment and determination to deliver results. Communicate performance in 1-2-1's and reviews on a timely basis. Support team by sharing information and demonstrating best practice. |
| Influence and Persuasiveness | Able to positively influence and negotiate effectively Ability to have a positive influence on others, to challenge and persuade them to change their views, intentions or actions, or to adopt a particular course of action. Recognises the key stakeholders in negotiations and influences successfully to get the desired result. |
| Resilience and Stress Management | 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 |
| Building Relationships and Working with others | Able to build and sustain long-term professional relationships both internally and externally Support your team and your manager. Open to feedback. |
| Problem Solving and Analysis | Able to identify and develop solutions to meet customer needs Identifying all relevant information in regard to a situation and clarifying the cause and effect of the predicament. Develop solutions and make decisions based on knowledge, facts and judgment. |

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.

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| | Apply creative and lateral thinking, focus on identifying and meeting customer, and Group needs. |
| Business Focus | Ensure all Group systems are supported and entry is accurate ensuring the Information used is accurate and timely Support customers internal and external with accurate and timely responses |
| Planning and Organising | Produce high quality work ensuring all recording of activity and administration is accurate and effective organization to ensure priorities, goals and deadlines are met |

Role Responsibilities

Site-Surveying and Servicing of Portable Fire Fighting Equipment

- Attending the sites of our customers and prospective customers.
- Comprehensively surveying such sites to ensure their safety, the adequacy of their portable fire-fighting equipment, and their compliance with the relevant British Standards.
- Servicing portable fire-fighting equipment in accordance with the relevant British Standards.
- Safely handling the portable fire-fighting equipment (pressure-vessels weighing up to 20kg each) in accordance with good practice and guidelines.
- Ensuring the health and safety of themselves and others.
- Be aware of, and have regard for, trade-related environmental issues.

Provision and Delivery of the Group's other Products & Services

- Where deemed so appropriate by the Company:
- surveying, making recommendations, quoting, etc in accordance with the applicable legislation, guidance and standards for the Group's other products and services.
- providing, delivering, fitting, etc those products and services.
- Examples may include:
- surveying, supplying and installing safety signage;
- recommending where appropriate the provision of staff training;
- promoting new innovations/products.

Sales & Business Development

- Maximise sales opportunities, and in particular those arising from the site-surveying and equipment servicing. Examples of such sales include replacement or additional fire extinguishers, 'extended service' items, spare parts and signage.
- Cross-selling of the Group's other products and services during visits to the Group's customers and prospective customers, including during servicing and survey visits. Examples of such products and services include fire-alarm-system installations and maintenance, fire training and fire-safety risk assessments.
- Providing and delivering certain of the Group's other products and services where deemed appropriate by the Company, e.g. surveying and selling safety signage;
- Developing the Group's business and expanding its customer base through identifying, marketing and selling all of the Group's products and services to new and prospective customers.
- To achieve key performance indicator (KPI) objectives set by the Company.
- Further the Group's reputation and trade-standing through professionalism, good-practice and ethical selling techniques.

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Team Working

- To communicate and work effectively within the team.
- To positively contribute in team development initiatives and operations. Whether by mentoring, leading, listening or by just being involved.
- To maintain flexibility and liaise with the team with regards to service cover (including providing some out-of-hours and out-of-area cover).
- To provide mentorship and peer-support to other team members where appropriate.
- Communicating/Liaising with appropriate staff re time-management.
- Participate in the development and implementation of team objectives in line with the Company policy.
- To work alongside other senior members of the team in aiming to ensure that service delivery is of high quality and is evaluated appropriately.
- To participate in, and facilitate, the training of colleagues and learners

Self-Management

- Demonstrate the Code of Conduct.
- To organise your workload on an appropriate basis in an optimal manner maximising productive time, and minimising avoidable wastage such as unproductive time, unnecessary travel, costs, etc.
- To manage your own working hours, keep appropriate records and answer any queries as may be required to help ensure that the employee visibly fulfils his or her own working time obligations.
- To work toward achieving your own objectives set by the Company and making a contribution to the overall Business Objectives.
- To maintain a smart and professional appearance, to wear the Company uniform and to adhere to any appearance policies at all times.
- To properly, efficiently and safely look after, manage and organise any Company property provided to, or used by, you in the course of your job. Most notably, this includes any depots or Company premises, the van, tools and stock.

Communication

- Communicate professionally, effectively and empathically with customers and colleagues. To be an ambassador for the Company.
- To ensure neat, accurate and properly completed documentation of customer and other records and that appropriate customer and other information is communicated to the Company.
- To promptly and properly assist the office and management in their queries.
- To work to, and to maintain an up-to-date awareness of relevant British Standards (particularly BS 5306 parts 3 and 8) and other standards.
- Obtain required qualifications, including the passing of the BAFE examination on the Maintenance of Portable Fire Extinguishers 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.
- 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.
- Participate in effective supervision.
- To maintain own professional development.

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- Promote the Company's commitment to quality

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