

Job Description



Job Title	Dual Fuel Engineer
Department	Operations
Location	Field based
Reporting to	Team Manager
Key Relationships	Planning, Operations, Supply Chain

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Sureserve. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice. The post-holder will be expected to participate in developing Sureserve Quality Standards.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Purpose of the Role/Role Overview:

- To exchange gas and electricity meters in customers' homes.
- Provide a first class after-care service which includes a full demonstration to the customer on using their new meter.
- Repairing and maintaining meters after initial install.

General Duties/Key Responsibilities:

- To carry out installs, exchanges and removals as per the relevant method statement (in line with Company and Industry standards).
- To ensure service level agreements (SLA's) are achieved for works allocated.
- Respond to emergency call outs, as business needs dictate (as per rota system in operation).
- To ensure the efficient recording of all works completed or aborted.
- To offer a high standard of customer service to both the client and customer, keeping them informed of works being undertaken and fully demonstrating the meter after completion.
- To risk assess work/working environments before starting any works to avoid damages or injuries.
- To undertake all work in accordance with Health and Safety regulations.
- Report H&S issues encountered in line with company policy.
- A duty of care to ensure any potential risks encountered as a result of your visit are reported in line with industry guidelines, legal requirements & company policy.
- To take accountability for the vehicle & tools/equipment in your possession. This will include a regular stock take of material and regular checks of company van to ensure it is road worthy.
- To record / report any defects of the equipment in your possession.
- To ensure the professional representation of the company is maintained at all times, being clean and well presented in company uniform and being polite and courteous at all times.
- To attend all training and toolbox talks as requested.

Job Description



PERSON SPECIFICATION		
Job title:		
CRITERIA	E or D*	S or I**
KNOWLEDGE <ul style="list-style-type: none"> • Gas and electric meters • 3 phase or single-off multi is advantageous 	E D	S S
SKILLS AND ABILITIES <ul style="list-style-type: none"> • Confident communicator • Ability to develop excellent and collaborative working relationships. • Proven ability to work alone as well as part of a team • Proven ability to manage a complex workload • Attention to detail with good decision making / judgement skills 	E E E E E	I I I I S
EXPERIENCE <ul style="list-style-type: none"> • Minimum of 6 months experience in fitting dual fuel smart meters 	E	S
QUALIFICATIONS <ul style="list-style-type: none"> • MET1 • CMA1/CCN1 • Single phase electric • MOCOPA (1a and 1c) • REGT1 and polyphase electric (desirable not essential) • Full UK Driving licence 		
*E = essential criteria D = desirable criteria **S = short listing criteria I = interview criteria		

The Sureserve Group values diversity and promotes equality. No terminology in this advert is intended to discriminate against any of the protected characteristics that fall under the Equality Act 2010. We encourage and welcome applications from all sections of society and are more than happy to discuss reasonable adjustments and/or additional arrangements as required to support your application.