

<b>Title of Position:</b>	<b>Mobile Engineer - Maintenance</b>
Based at:	Dover/ Multiple Sites
Hours of work	8am to 5pm
Reporting to:	Contract Supervisor
Direct Report(s)	Not Applicable
Working Relationships:	Helpdesk, Colleagues, Clients, Sub-Contractors & Suppliers

## About Us

Established in 1759, Sykes & Son Limited is the UK's oldest independent building contractor. Trading for over 260 years, Sykes has evolved from a small specialist contractor – a glazier, plumber, decorator and small builder – into a medium sized, multi-discipline contractor with an annual turnover of £30m.

The company has three main workstreams: Building, Mechanical & Electrical and Maintenance. This diversity of self-delivered services allows us to offer a “one stop shop” solution to our clients. Furthermore, we have the flexibility to carry out minor works through to multi-million-pound projects.

We are incredibly proud of the part that we have played in restoring, building, refurbishing, and maintaining our capital's heritage over the years. From royal palaces to world renowned museums, galleries, and universities, we continue to forge long-term working relationships at London's finest buildings.

## Role Summary & Purpose

The Mobile Engineer – Maintenance is responsible for the safe, profitable, and quality delivery of Building Engineering Services within a specified geographical area or account. Reporting to the Contract Supervisor they will deliver the M&E contract deliverables, whilst promoting high quality planned maintenance and reactive works providing full feedback and comprehensive Site Visit Reports (SVR) for all tasks, providing these reports on a daily basis.

Ensuring key business information and messages are acted upon in a timely and accurate manner.

Enhancing the reputation and financial wellbeing of the contract through the highest levels of professionalism and courteous service, promoting our ability and willingness to conduct additional works where appropriate.

They will be the first point of call for all works on the portfolio and will be expected to provide solutions across minor fabric and building works, liaising with Sykes & Son Ltd. self-delivery teams and subcontractor framework agreements.

Provide the highest level of safe working ensuring a safe working environment for themselves and those that could be affected by the works they undertake updating and monitoring safety performance regularly.

The Mobile Engineer is a key customer interface for both scheduled and non-planned works, ensuring that work is conducted in a timely and professional manner. They will ensure that

customer satisfaction is achieved, and that cost is controlled appropriately to achieve financial targets. As well as their own management they will, on occasion, need to liaise and oversee visiting specialist teams.

**The Mobile Maintenance Electrical Engineer must have NICEIC Test & Inspection Qualification**

**Key Responsibilities and Duties**

- Act as a proactive and positive member of the Maintenance team, ensuring that contract programs of work are delivered and closed in a consistent manner.
- Active participation in self-development to ensure continual improvement and ensure you remain in touch with “modern practices”, technology and best practice.
- Undertakes a key customer interface role, ensuring that Sykes is visible, approachable and that the contract requirements and measures are clearly understood and adhered to.
- Ensure compliance with all Health and Safety legislation associated with the contracts within your span of control and company policy.
- Responsible for ensuring the control of costs within your works.
- Ensures Safe Systems of Work are followed.
- Works with the central Work Scheduling team to ensure effective scheduling of work takes place, that drives efficiency targets, KPIs and SLAs.
- Review and report on performance against PPM and Reactive Tasks.
- Identifies areas for improvements.
- Develops strong working relationships with customers within the defined geographical area or account, ensuring that works completed are reviewed and feedback obtained, and attends customer site meetings where appropriate.
- Costs and manages delivery of small works as required.
- Able to step up and cover for the Supervisor when required.
- Provide 24-hour Call Out cover on a regular basis as required.
- Provide a Weekly Timesheet with all hours accounted for correctly booked.
- Foster a culture of cooperation, collaboration and teamwork across the Sykes operation and ensure a smooth interface with relevant stakeholders.

Personal Attributes/Aptitudes and Skills	Essential	Desirable
Electrical or Mechanical Engineering Qualification. City and Guilds or equivalent	X	
City and Guilds Qualification in Electrical Testing and Inspection 2391 or equivalent.	X	
Safe system of Work Procedure – PTW; RAMS etc.	X	

L8 Training, Legionella	X
Plumbing and Hot Water Systems experience	X
Computer Literate	X
Experience of general and minor building maintenance tasks	X

<u>Personal attributes:</u>	
• Clear and confident written and verbal communication skills	X
• Knowledge and skills to effectively problem solve	X
• High level of self-motivation, organisational ability and drive to meet deadlines	X
• Commercial Aptitude, demonstrate the ability to manage commercial disputes both financial and operational	X
• Negotiation skills	X
• Customer Care / Satisfaction Skills in a client facing environment	X
• Strong presentation skills, with the ability to effectively create and deliver effective written reports and verbal presentations	X
• Excellent leadership skills, with the ability to positively influence delivery teams and customers	X
• Excellent knowledge of Health, Safety and Compliance legislation relating to the buildings services industry	X

Competencies	1 – Not required 2 – Rarely required 3 – Sometimes required 4 – Required most of the time 5 – Required all the time				
	1	2	3	4	5
Technical	1	2	3	4	<b>5</b>
Communication/Teamwork	1	2	3	<b>4</b>	5
Communication/External Awareness	1	2	3	<b>4</b>	5
Teamwork	1	2	3	<b>4</b>	5
Resource Management	1	2	<b>3</b>	4	5

## Benefits

- Life Assurance
- 25 days annual leave plus bank holidays
- People's Pension Scheme (EE 5%, ER 3%)
- Cycle to Work Scheme
- Access To Mental Health First Aider
- Refer a Friend to Work Scheme
- Discretionary Bonus
- Tools, Uniform & PPE
- Professional Development
- Occupational Health Support
- Employee Assistance Program
- Additional earnings available through enhanced overtime rates

If you are interested in this role, please email your CV to [careers@sykes1759.co.uk](mailto:careers@sykes1759.co.uk)