

	Job Description	
	Role	Plumbing Engineer
	Department	Plumbing
	Reporting line	Manager, Plumbing

General description:

AFM (“the company”) are a leading provider of FM and associated building services in the Channel Islands. Our purpose is to deliver high quality, sustainable solutions for our customers and local community.

Purpose of the Role:

The Plumbing engineer will deliver a broad range of services associated with plumbing, heating and drainage systems. Working as part of a team, they will be competent to meet high technical standards with a minimum of supervision, ensuring quality and contractual obligations are met, and that customer expectations are exceeded wherever possible.

The Role and Responsibilities are as follows:

Plumbing Responsibility:

Provide efficient and effective delivery of;

- Fault finding, diagnostics and repairs on various forms of plumbing, heating & drainage systems;
- Installation works associated with plumbing, heating & drainage systems;
- Complete paperwork in accordance with company and client requirements;
- Provision of site information/asset verification;
- Liaising with third party contractors and coordinating minor works when necessary;
- Compliance with legislation;
- Planned Preventative Maintenance works in conjunction with PPM Delivery Team.

Customer Focus:

- Deliver high quality standards of technical and customer service across our customer base;
- Communicate and engage with customers in a professional and helpful manner at all times;
- Attend and actively engage in customer meetings if and when required;
- Aid the development and growth of the team when opportunities arise, including continuous improvement in quality and customer service delivery.

People Responsibility and Teamwork:

- Assist co-workers when required, such as assistance or technical support;
- Interact with other teams (FM/Projects/counterparts); share skillsets and ensure service delivery is harmonised;
- Attendance and participation in team meetings;
- Ensure accreditations with regulatory organisations are retained and that activities associated are fulfilled and embraced;
- Occasional interisland travel for work activities, support and cross training;
- Occasional out of hours work/call out cover in association with engineer rotation;

- Act in accordance with the AFM HR policy at all times.

Health and Safety:

- Adhere to Health and Safety and Company Policies at all times;
- Ability to self-assess risk and to notify manager/colleagues of any concerns;
- Attend training courses (locally and on the mainland) as required, which may include (but not be limited to) IOSH Working Safely, Asbestos Awareness, Working at Height.

Key attributes and skills required:

- Technically competent;
- Plumbing/plumbing related qualifications and experience;
- An understanding and appreciation of cost control against time allocation is essential;
- Understand the importance of paperwork and submit in a timely manner;
- Ability to prioritise regular activity along with incoming calls and enquiries;
- Professional and proactive approach to conducting works and problem solving;
- Ability to deal with company and customers matters with the strictest of confidence;
- Customer focused (both internal and external customers);
- Strong communication skills (both with AFM clients and AFM colleagues);
- Ability to work both individually and as part of a team;
- Ability to follow processes and procedures;
- Organised and able to work under pressure at times;
- Professional and presentable approach;
- Adhere to the company dress code;
- Hold a current, category B driving licence.

You will be required to provide your own tools to carry out the role (with the exception of specialist equipment required for specific task at the request of AFM). Repairs/replacement of employee tools remain the responsibility of the employee

Personal Development/Training relating to the role may include (but not be limited to);

- Professional/skills training; for example: regulations, testing and inspection;
- Health and Safety: IOSH Working Safely, Asbestos Awareness, Working at Height;
- In-House Training; for example: IT systems (Evolution/Summit), H&S, internal processes.