

Job Description

Job Title: Lead Site Technician (North)	Department and Location: Site Service Delivery
Reporting To: Site Service Manager – North	Responsible For: N/A
Other Working Relationships Internal: Operations, Finance, QHSE and any other departmental colleagues as necessary External: All customers requiring site service work	
Role Purpose: A 'working supervisor' carrying out on-site installation, service and refurbishment of all mechanical and electrical components associated within our core business of penstocks, valves, and actuators, as well as other products and services as required by the company, whilst simultaneously supervising a team of Site Technicians. The Lead Site Technician instructs other Site Technicians on tasks, monitors and enforces safe practices on site, takes the lead in completing site paperwork and in communication to the Project Engineer and Operations team, as well as the customer (on site).	
What Good Looks like: Service work delivered on time, without defects and to our customer's complete satisfaction. Regular, two way and informative communication between the site team and project management team. Leading the Site Technician team by example, upholding the highest standard of safety, quality, efficiency and professionalism.	

Role Specifics

Growth Responsibilities / Duties:

- Ensure works are delivered safely.
- Install, service, repair and commission equipment as required and as specified in the accepted Method Statement.
- Fault finding, repairing & installing electric actuators.
- Monitor, encourage and enforce safe practices within the team.
- Supply details, measurements, and full descriptions of any components that require replacement.
- Travel across the UK and overnights stays, in line with the needs of the company, its workload and customers.
- Working in an outdoor environment in different weather conditions.
- Ensuring that projects stay on schedule through monitoring operations and communicating on progress to Project Engineers and Site Service Managers.
- Conduct inspections on partially completed and finished works, to ensure quality standards are upheld and visible to the customer.
- Provide daily reports to coworkers and update the Project Engineer on the progress of the project.
- Take the lead in day-to-day communications with the customer on site.
- The role will predominantly be working in & around the North West England area, however, on some occasions you will be required to work further afield as & when required. This may require some nights staying away.

Leadership Responsibilities / Duties:

- Manage and maintain the highest possible standards of Health and Safety, in accordance with current legislation and procedures/policies laid down by the company.
- Take responsibility for completion of site documentation and reporting of progress.
- Provide direction and supervision to Site Technicians.
- Supervise, oversee and lead a team of technicians in the installation, maintenance, and repair of equipment.
- Contribute to production of RAMS and other H&S documentation as the company and its clients require, utilising the experience of engineering and H&S staff across the company.
- Manage own workload to ensure agreed deadlines are achieved.
- Hold team meetings to allow for effective communication within the team.
- Guide and support more junior team members as required.
- Handling customers in a professional manner.
- Ensuring all company procedures are followed at all times.
- Adhere to company policies at all times.

Lean Responsibilities / Duties:

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- Maintain accurate records of all activities and works.
- Ensure accuracy of timesheets, expenses, invoices, and reports.
- Have a Continuous Improvement mindset.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role in line with business objectives and needs.

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