

Job Description

Job title	Installation and Maintenance Operative (Retail)	Date
Reports to (title)	Regional Supervisor	
Contract/Department	Japan Tobacco International	Revision
Location		

Job purpose

Reporting to a Regional Operations Supervisor, the Mobile Maintenance Operative is responsible for installation repair and maintenance of JTI Merchandising Equipment in retail locations to agreed timescales.

Duties/responsibilities/accountabilities/deliverables

- To ensure that planned and reactive maintenance can be completed in an efficient way in both time and travel as instructed by contract planner.
- To remove old and install new display equipment to agreed standards.
- To complete works within agreed customer SLAs
- To comply with all EMCOR rules and requirements regarding Health & Safety and common working practices.
- To liaise with Suppliers, Manufacturers or EMCOR office personnel in requesting guidance in the repair of specific equipment and/or the sourcing of spares and parts needed to complete assigned work.
- To manage a systematic stock and order system to ensure a suitable quantity of standard spares are always maintained on the vehicle and in the storage hub.
- To complete the required administration on the day-to-day activities of the role and be punctual on their returns to the deadlines specified.
- To be smart and presentable whilst carrying out their day-to-day working duties and wear company issued uniform whilst at work.
- Be prepared to cover for other contract maintenance field staff during their absence or when workloads dictate.
- Be prepared to do reasonable overtime as required by the Mobile Operations Supervisor depending on workload and JTI's approval.
- Be prepared to undertake formal H&S and electrical training as required to meet contract deliverables and Health and Safety requirements.
- Be prepared to partake in on call rota should this become a contract deliverable
- Other duties as directed by the Mobile Operations Supervisor as and when required

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Resource responsibilities

No direct permanent reports

Responsible for:

- Installation, reactive and planned maintenance of JTi equipment to agreed SLAs
- Maintaining van and hub stock levels and ensuring stock holding matches inventory.
- Ensuring the storage hub is kept tidy and materials stored in a safe and orderly manner
- Keeping company vehicle clean and presentable, reporting any accidents or damage to the contract administration team without delay.
- To oversee / supervise temporary resources as and when employed to assist in manual handling activities.

Person specification

- Understanding and ability to learn, to repair replace and/or maintain equipment made from wood, plastics, metal and glass, which will also include minor electrical work.
- Be prepared to stay away from home on average 30 days per annum to meet needs of installation program.
- Be prepared to travel throughout the region to, between and from sites, approximate mileage 25,000 per annum.
- Good understanding of Health & Safety.
- Ability to learn how to analyse and repair basic electrical light and shutter motor / control faults.
- Good timekeeper with organisation and planning skills including local route planning and priority setting.
- Self-motivated and a good team player.
- The ability to make sound judgements and decisions in line with the company's guidelines and objectives
- Interpersonal and communication skills, both oral and written, demonstrating the ability to convey specific details to relevant parties
- Ability to deliver good customer care.
- Be computer literate and competent in IT skills (Word, Excel etc).
- Experienced in using handheld data technology (tablets) in a working environment.
- Good Health and Safety understanding and compliance record
- Valid full UK driving licence.
- Must be trustworthy.
- Formal qualifications in a trade discipline required with experience in retail installations / refurbishments preferable.

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Other factors relevant to the job

- Vehicle, tools, PPE & Clothing supplied.
- Incentive scheme based on performance.
- 40hrs per week permanent position with 1hr for lunch.
- Preauthorised overtime as and when required.
- IT equipment, mobile phone and Sat Nav supplied.
- Working from home with storage depot supplied for materials.
- 25 days plus Bank Holidays leave per annum.
- UKPIA & First Aid Training provided.
- Be prepared to stay away from home for short periods of time as required by the Mobile Operations Supervisor or Contract Manager.
- Electrical qualifications would be beneficial but not essential.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	