

Senior Refrigeration Engineer - Newcastle

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Company: PDA

Location: United Kingdom

Category: architecture-and-engineering

Job Purpose

The Senior Refrigeration Engineer is crucial to the delivery of PPM, reactive and testing work streams whilst supporting with technical assistance to all maintenance teams across the sites. This role will require you to supervise, influence and build strong working relationships with the customer, internal teams and regional Engineers.

The role is responsible for effectively planning and leading Refrigeration teams to ensure all services are completed to the agreed standard and comply with all regulatory and company standards. This role is also responsible for overseeing all technical standards within the operation.

You will be the technical expert and key account holder for FGas ensuring maintenance of our obligations to ensure our ongoing membership, in addition you will support and guide engineers through any training.

The requirement to manage a budget and service delivery in a cost-effective manner is critical whilst ensuring compliance with customer and company Health & Safety requirements at all times.

Key Accountabilities

Represent the company in a professional manner at all times and develop a good working relationship with the Site and Maintenance Technicians and the customer's employees.

Ensure that all sites are covered for maintenance services, including Reactive and PPM.

Provide technical support and coaching to Regional Site & Maintenance Technicians.

Ensure under performance on KPI's is understood and action plans are in place to drive improvement.

Support the Divisional Account Manager on all technical, people and FM process issues.

Provide cover for Divisional Account Manager during times of absence, holidays and meetings.

Complete specified reports and compliance documentation and take action on any issues raised

Audit FM documentation and action on any non-compliance issues.

Deal promptly with all Help Desk calls and ensure that the issues are resolved effectively, escalating where necessary to the appropriate management level.

Attend / hold meetings (in line with meeting schedule) with line manager and technicians to communicate and City communications.

Regularly communicate with the customer on all FM activity.

Compliance with all of City policies and procedures.

Participate in the recruitment and selection process of Technician vacancies.

Comply with health & safety legislation and Company processes

Carry out any reasonable management request.

Financial Responsibility

This role is responsible for identifying and delivering business development opportunities within the budget to fund additional services to the customer. Managing all capital plans and projects jointly with the Customer and designated Managers, ensuring they are scoped and completed to specification within budget to optimise value and service delivery.

People Responsibility

This role is currently responsible for managing a technical team consisting of experienced Regional Store Technicians and Regional Maintenance Technicians. As the business

grows, the team size may increase accordingly.

Knowledge, Skills and Abilities

NVQ in Refrigeration or equivalent

City and Guilds 2079 refrigerant handling

5 Years of refrigeration experience ideally

Ability to maintain and repair a range of electrical and mechanical equipment, e.g. fans, pumps and compressors

A working knowledge of the maintenance service within the FM industry is essential, with previous working knowledge of a multi-client contracted environment being desirable; and PPM and compliance background

Previous experience of effectively leading and managing a team is essential

Previous experience of developing client relationships at a senior level would be advantageous

Excellent planning, organising, prioritisation and project management skills

Strong results focus, takes accountability for own performance and that of the team

Effective problem-solving and decision-making

Highly flexible and self-starting. The role will have many challenges and a flexible approach will be needed.

If you feel these qualities describe you, then we would like to hear from you.

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