###### Job Description

**Job Title: Field Service Supervisor**

**Division: phs Wastekit**

**Reports To: National Operations Manager**

###### Purpose of Role

Field Service Supervisors are the first line managers for the Field Service Engineers supported by the National Operations Manager. They will work closely with the Operations Centre Manager and the Operations Director to ensure an efficient service.

Field Service Supervisors are the leaders for every function in their given region and must strive to exceed expectations.

###### Key Responsibilities

* Mentor the service engineers and triage technical enquiries from Sales and Engineering teams.
* Escalated point of contact for customer enquiry’s which may include site and customer engagement.
* Ensure the service engineers are presentable and uphold phs Wastekit values.
* Ensure Health and Safety is upheld within the Service Engineering team.
* Make sure all company procedures are followed and adhered to.
* Pass on any new business leads to sales department.
* Support, train, and guide Field Service Engineers according to company procedures.
* To follow and complete all reasonable requests from the Operational Leadership to a high standard and in a timely manner.

**Technical skills**

* Shall have excellent fault-finding and diagnostic skills.
* Full understanding of hydraulic and electrical circuit diagrams.
* Will be able to show and apply sound knowledge of mechanical, electrical, and hydraulic principles
* Can use and understand various electrical and hydraulic test equipment.
* Be aware of the Company’s procedures and adhere to them always.
* To pass on any technical knowledge that may help other colleagues.
* Use good engineering practice and standards.
* Update the Technical Academy when required.
* Always use cost effective but safe measures to carry out tasks.
* Able to help, supervise and train all Wastekit colleagues.
* To attend meetings and training courses as required by your Line Manager.
* Able to host training functions as per the business requirements.

**Standards**

* Comply with all requirements in the Field Service Engineers Workbook.
* To maintain and use company issued equipment and vehicles in a safe manner and in line with PHS Group policies.
* To take responsibility for the safe keeping of stock and be accountable for stock balances.
* To keep accurate records (using stock usage sheets and/or electronic recording as appropriate) of when and where stock is used.
* Ensure correct uniform is worn and kept in clean condition and always use PPE when it is required.
* Any documentation which is required to be returned to the office is done so in time.
* Your van must be kept clean, tidy, and maintained as per MFM-02 Commercial Vehicle Transport Policy and appropriate care taken of PPE, tools, and stock.

###### Health, Safety and Environmental Responsibilities

* To comply with the Company Health and Safety Policy and that of Customers when at their sites.
* Adhere to Risk Assessment, Method Statements and Safe Systems of Work
* To carry out all operations and activities in the prescribed and safe manner.
* Use the correct tools and equipment for the operation including any relevant safety equipment or protective clothing.
* Report any defects in equipment or protective clothing immediately.
* Avoid improvising or taking short cuts, which would entail unauthorised or unnecessary risks.
* Maintain a clean and tidy working area and vehicle.
* Report all accidents, near misses and incidents promptly in the prescribed manner.
* Any accident on a customer site should also be recorded in accordance with their procedures.
* Suggest ways of eliminating or reducing hazards.
* Co-operate with accident/incident investigations to prevent reoccurrence.
* Always have a personal concern for your own safety and of your colleagues and customers.
* Set a personal example.
* Comply with all PHS Health and Safety, Environmental and Customer Procedures.
* Dispose of any waste product or parts as per company procedures.
* Drive any vehicle you are responsible for in accordance with the Highway Code and to take reasonable breaks.

## Skills / Knowledge and Qualifications Preferred

* Knowledge of the UK waste and recycling legislation.
* Ability to lead effectively within a fast-paced business.
* Ability to work closely with all colleagues to establish constructive working relationships and mutual respect.
* Service engineering background preferably electrical and/or hydraulic.
* 18th edition electrical regulations or City & Guilds equivalent in electrical and mechanical engineering.