

<b>ROLE STATEMENT</b>
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<b>Job Title: Field Technician</b>
<b>Direct Reports: 0</b>
<b>Reports to: Area Operations Manager</b>
<b>Purpose:</b> As part of the front-line operation, a Field Technician is responsible for ensuring both planned and reactive work is completed along with any field activities to meet both contractual and internal business needs, and customer service requirements, and that feedback and information is provided in order to maintain accurate records.

<b>Key Accountabilities</b>
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| <ul style="list-style-type: none"> <li>• Operation and maintenance of clean and waste water assets and networks to ensure;             <ul style="list-style-type: none"> <li>○ 24/7 provision of wholesome potable water supplies</li> <li>○ 24/7 removal of sewage, and treatment where facilities are internal</li> <li>○ 24/7 removal of surface water</li> <li>○ 24/7 provision of water for fire fighting</li> </ul> </li> <li>• Provide a mobile reactive maintenance and repair function within the operating region</li> <li>• Record accurate information and feedback in real-time using portable IT and communications equipment</li> <li>• Maintain lines of communication with all parties concerned and ensure that all actions are completed in the event of a reactive incident</li> <li>• Take part in a regional standby rota to provide out of hours response and support to customers</li> <li>• Act as an ambassador for Ancala Water Services when dealing with our client</li> <li>• Assist in the development and promotion of business capabilities in order to both ensure a consistent experience for the existing customer base, and to expand the business into new areas for the future</li> <li>• Interface with colleagues from other business areas (e.g. Finance, Helpline, Consumption and Billing, Assets) to maintain a consistent business wide approach to delivery.</li> <li>• Exhibition of role model health and safety behaviour, contributing to the health and safety culture across Ancala Water</li> <li>• Actively contribute to Ancala Water through support to the delivery of the annual Business Plan targets</li> </ul> |
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<b>Person Specification</b>
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| <p><b>Essential Knowledge, Skills and Experience</b></p> <ul style="list-style-type: none"> <li>• Good IT skills and technical expertise in the management of data and enhancement of system performance</li> <li>• A good problem solver with the ability to innovate and adapt</li> <li>• Relationship skills, the ability to build relationships at all levels with both internal and external bodies</li> <li>• Excellent communication skills both oral and written, the ability to convey information effectively to the business and customers/contractors</li> <li>• Organisational skills, the ability to meet target and deadlines</li> <li>• Working in confined spaces is also a requirement of this role, from time to time, so the physical and mental ability to complete this is essential</li> <li>• Duties are carried out in and outdoors, therefore exposure to varying weather and climates is a varied possibility as is the exposure and use of chemicals and/or</li> </ul> |
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gases

- Full UK Driving Licence – this role involves a varied amount of daily driving to and from sites and client bases.
- Ability to obtain Security Clearance which involves a Criminal Record Check and a full MoD Security Application and associated verification processes

**Personal Qualities**

- Self-starter/self-reliant the ability to work on own initiative
- Takes/Seeks responsibility and takes ownership, comfortable with accountability
- Imaginative whilst still having a logical approach to problem solving
- Professional and credible
- A flexible attitude to working hours to deliver the best service for our clients
- A team player supports colleagues and works with others to achieve the best results possible.

**Desirable**

- Experience with the MOD
- Demonstrate mechanical or practical experience
- Water Industry Knowledge – both operations and process – would be beneficial

This is not an exhaustive list of duties or responsibilities and may be varied.