

Job Overview:

Senior Refrigeration Engineer

Job Title: Senior Refrigeration Engineer	Location: Field-based	Company: Gratte Brothers Foodservice Solutions
Reporting to: Service Manager		

Job Purpose:

As a Service Refrigeration Engineer for Gratte Brothers Catering Equipment Limited, you will be responsible for reactive calls and supporting small works installations for a wide variety of refrigeration equipment typically within London's Canary Wharf area although also capable of covering other London locations, plus conducting Planned Preventative Maintenance (PPM) visits to contracted sites via instruction from the Service/Contracts Team.

The ideal candidate will be confident in developing collaborative relationships with a wide variety of clients including blue chip companies, retail premises, restaurants and schools as well as other business stakeholders. You will be fully prepared to work flexibly to deliver service and maintenance activities in line with customer/business needs. Enthusiasm and a positive 'can-do' attitude are essential traits, together with a passion for continued professional development to enable you to continue delivering the highest level of ongoing support to our customers.

Experienced in service and maintenance of catering equipment on customer premises, you should possess CAT1 F Gas qualification with experience of servicing and maintaining catering refrigeration equipment.

This position will also be part of an out-of-hours call rota, providing service support to the client base. In addition, engineers typically work 1 in 4 Saturdays to deliver customer PPM's.

Key Areas of Responsibility:

- Efficiently and safely attend and complete reactive, servicing and support installation calls for refrigeration catering equipment to an excellent standard.
- Attend and conduct client preventative maintenance visits. This will include documentation and completion of designated maintenance tasks on all

maintained catering equipment in line with manufacturer's instructions, and then updating site equipment records accordingly.

- Manage work activity and service documentation via tablet-based service system to deliver as many customer visits as possible within suitable agreed times, ensuring customers and internal service team are updated as required.
- Build and maintain effective relationships and communicate in a collaborative manner with customers and team members.
- Communicate regularly and effectively with the service department.
- Complete and issue all required client and company paperwork for reactive calls and update PPM progress whilst attending the client property.
- Continually develop a sound knowledge and understanding of the principles of operation of most types of commercial catering refrigeration equipment and how to fault find/rectify faults.
- Maintain and continually develop a sound knowledge of sources of technical information and help for most catering equipment manufacturers' products.
- Keep up to date with applicable regulations and standards.
- Identify and enter correct parts information required or contact parts supplier for quote and record information onto service software.
- Maintain smart and clean appearance, in company workwear at all times.
- Correct use and application of all required PPE whilst performing duties for the company.
- Maintain required accreditations including F-Gas Registration as applicable.
- Maintain van stock and take responsibility for return of parts.
- Allocated company vehicle to be kept clean, road-worthy and driven in a safe and considerate manner.
- Tools and test equipment maintained in good working order, and where necessary, correctly calibrated.
- Participation in the company out-of-hours response service. This will involve being available and on call, to respond to client service calls for defined periods, during the calendar year.
- Compliance with all legislative, company and client standards and procedures whilst performing your duties.
- Compliance with all H&S requirements whilst performing your duties.
- IT experience and proficiency to enable productive use of company issue of IT equipment.
- Attend training courses as and when directed.
- Any other reasonable tasks as requested from time to time.
- Provide information on a timely basis and in a usable form to others who need to act on it.
- Follow policies, procedures, safety and security measures while using various equipment.
- Complete all reports and documents according to procedures and standards.
- Maintain a properly equipped work area.

Knowledge & Experience:

- IT proficiency (Outlook, MSFT Office & Windows) to enable productive use of company IT equipment.
- Experience with providing accurate, consistent information on all paperwork.
- Experience of own diary management to facilitate maintaining a checklist, schedule, calendar, etc., to ensure that small details are not overlooked.
- Experience with producing high quality of work, to carefully monitor the details and quality of own and others' work.

Attributes & Skills:

- Excellent communication skills to keep stakeholders accurately informed and up to date, using language tailored to the people you're addressing.
- Attention to detail needed for double-checking the accuracy of information and work product.
- Communication and personal skills to appropriately express your opinion.
- Emotional intelligence to be applied when forming and building relationships with the team and clients alike.
- Solutions-focussed mindset. Applying creative approaches to providing or improving services that may maximise efficiency and minimise cost.
- Time management skills to ensure timely delivery of works required.
- Share our commitment to continual improvement: seeking ways to improve your knowledge base and taking advantage of training opportunities.
- Committed to delivering quality: in your work, your appearance, your organisation and demeanor.