

Service Engineer

Job Title	Service Engineer
Department	Engineering
Responsible to	Service Manager
Responsible for	N/A
Location based	UNTHA UK Head Office, Boroughbridge
Hours	40 hours per week (Monday to Thursday 8am-5pm, Friday 8am-3.30pm)

Major Purpose: Provide service, repair, and installations for our full range of Untha shredders.

Main duties and responsibilities

SERVICE ENGINEERING & SUPPORT TASKS

- Travel to customer sites to maintain UNTHA shredders and UNTHA supplied equipment to ensure that customers' machines are operating safely and efficiently.
- Undertake inspections and services of UNTHA shredders to ensure optimal performance and throughput levels are maintained.
- Interpret schematics, manuals, and other specifications to ensure that all services and repairs are carried out in accordance with manufacturers' instructions to uphold UNTHA UK's high standards of customer satisfaction.
- Complete accurate and timely reports detailing work completed at each site to ensure that any recommendations are highlighted to the customer and followed up as necessary by UNTHA UK.
- Assess customer machinery performance and recommends improvements/replacement parts where appropriate to ensure that shredders remain effective.
- Provide technical support to customers to ensure they receive the highest standards of engineering advice and expertise to quickly overcome any issues.
- Provide technical support to suppliers to ensure that products and services bought in by UNTHA UK fulfil essential requirements.
- Liaise with UNTHA UK head office and UNTHA Austria where necessary to ensure that any service and installation issues are resolved quickly and efficiently.

Service Engineer

INSTALLATIONS

- Interpret schematics, manuals, and other specifications to determine installation procedures.
- Install and commissions UNTHA shredders ensuring that project deadlines are met.
- Provide basic operation and maintenance training to customer operators to ensure their ability to use UNTHA shredders safely and effectively.
- Document installation, commissioning and training using the necessary report templates so that customers and UNTHA UK have a record of work undertaken and personnel trained.

QUALITY, HEALTH & SAFETY AND ENVIRONMENTAL COMPLIANCE

Quality and compliance

- Plan for each engineering job and gathers all required tooling, parts, and supplies in advance, therefore ensuring the effective operation of the Customer Support team and maintenance of company reputation.
- Take responsibility for housekeeping ensuring that each work area is left in a safe and tidy state once work is completed.
- Adhere to all company policies and procedures described in the UNTHA management system so that day-to-day business activities are managed consistently across the organization.
- To comply with all UNTHA UK environmental rules to guard against the risk of incidents which may cause harm to the environment.
- To take an active role in updating company records on Dynamics so that information is current, and services can be delivered quickly and correctly to customers.
- Complete and submits accurate records as required by UNTHA UK from time to time (e.g., timesheets, mileage logs, expenses)

Health and Safety

- Complete thorough risk assessments and method statements (RAMS) prior to starting any engineering activity to ensure that risks have been identified and suitable steps have been taken to mitigate them.

Service Engineer

- To comply with all UNTHA UK health and safety rules as set out in the Employee Safety Handbook and other procedures to ensure personal, organisational and customer safety.
- To comply with all customer site health and safety rules to ensure personal and customer safety when on-site.
- Operate tools, forklifts, and other equipment in line with training guidance to ensure personal and wider safety.
- Complete regular safety checks (e.g., ladders, vans, FLT's) to ensure equipment is safe to use.
- Maintain all tooling, equipment, vans, and PPE in good order, immediately reporting any defects to line management for repair or replacement, to ensure that personal and wider health and safety is protected.

LEARNING AND DEVELOPMENT

- Maintain any technical and professional certifications required by UNTHA UK.
- Effectively complete all activities delegated by your line manager as required.
- Attend employee meetings and self-development programmes as and when required.
- Stay up to date with latest UNTHA UK shredding technology news.
- Take responsibility for own learning and development, participating fully in all such opportunities including trade fairs, exhibitions, toolbox talks and appraisal to ensure that knowledge is current, and skills and competencies are strengthened.
- Any training needs will be provided by the company and will be required to be undertaken.

SPECIAL WORKING ARRANGEMENTS

- Frequent overnight stays (on average at least 3 nights per week)
- Weekend work may be required and on a rota basis

Service Engineer

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as reasonably necessitated by your changing role within the organization and the overall business objectives of UNTHA UK. It is expected that the post holder will be as positive as possible in using this document as a framework.

Person specification for Service Engineer

Requirements	Essential	Desirable
Attainment:		
Qualified and apprentice trained multiskilled, mechanical or electrical engineer	√	
Skill in electrical engineering (e.g., exposure to different voltages, PLCs, safety circuits, drive systems, fault finding and diagnosis)	√	
Skill in mechanical engineering (e.g., gearboxes, bearings, hydraulics, welding and burning, fault finding and diagnosis)	√	
Skill in servicing, inspecting machinery, installing, and commissioning machinery then recording findings accurately.	√	
Ability to interpret schematics, manuals, drawings, and other specification documents	√	
Skills and knowledge:		
Attention to detail and high level of accuracy	√	
Ability to be self-sufficient in organizing, prioritizing work, high productivity	√	
Excellent time management skills in a fast-paced environment	√	
Ability to identify risks and mitigate them, compiling detailed Risk Assessments and Method Statements	√	
Ability to communicate effectively and professionally with internal and external contacts at all levels	√	
Strong problem-solving ability and to be able to provide solutions to challenging situations	√	



Job Description & Person Specification

Service Engineer

Holder of full UK driving licence	√	
Work Attitude:		
Self- motivated, flexible, and approachable	√	
Proactive and to take ownership	√	
Honest and consistent	√	
Commitment to the aims of the organisation	√	
Personal qualities:		
Positive “can do “approach and a team player	√	
Comfortable working on own initiative	√	

To apply, please send your CV and cover letter to claire.slater@untha.co.uk