

Job Overview:

Senior Catering Engineer

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| Job Title: Senior Catering Engineer | Location: Stevenage | Company: Gratte Brothers Foodservice Solutions |
| Reporting to: Service Manager | | |

Job Purpose:

As a Senior Catering Engineer, you will be responsible for reactive calls and supporting small works installations for a wide variety of catering and refrigeration equipment typically within the London area, plus conducting Planned Preventative Maintenance visits to contracted sites via instruction from the Service/Contracts team.

The successful candidate will be comfortable 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, together with a passion for continued professional development so you can deliver the highest level of ongoing support to our customers.

Experienced in the service and maintenance of catering equipment on customer premises, you should possess Comcat 1, 3 and 5 qualifications (as minimum) together with a recognised electrical qualification. Ideally you will either hold CAT 4 or CAT 1 F Gas qualification with experience of servicing and maintaining catering refrigeration equipment (additional salary grading available commensurate with qualification/experience level) or be fully prepared to undertake training and development activities.

This position will also be part of an out of hours call rota, providing service support to the client base and typically engineers 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 catering equipment including combi ovens, grills, rangers, dishwashers and refrigeration equipment (training available) 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 updating site equipment records.
- 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.
- Correct use and application of all required PPE whilst performing duties for the company.
- Keep up to date with applicable regulations and standards.
- Attend training courses as and when directed.
- Compliance with all H&S requirements whilst performing your duties.
- Maintain van stock and take responsibility for return of parts.
- Maintain required accreditations for Gas Safe and F-Gas Registration as applicable.
- Allocated company vehicle to be kept clean, roadworthy 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.
- Complete and issue all required client and company paperwork for reactive calls and update PPM progress whilst attending client property.

- Continually develop a sound knowledge and understanding of the principles of operation of most types of commercial catering 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.
- Identify and enter correct parts information required or contact parts supplier for quote and record information onto service software.

This is a broad overview of the position and does not encompass all aspects of the role. Gratte Brothers are an equal opportunities employer and welcome applications from all.

Knowledge & Experience:

- IT experience and proficiency to enable productive use of company issue of IT equipment.

Attributes & Skills:

- Communication skills are essential to facilitate regular and effective communication with the service department.
- Have pride in your appearance: smart and clean in appearance, in company corporate work wear at all times.
- Enthusiasm and a positive 'can-do' attitude are essential, together with a passion for continued professional development.

Qualifications:

- Comcat 1, 3 and 5 qualifications (as minimum) together with a recognised electrical qualification.
- Ideally, you will either hold CAT 4 or CAT 1 F Gas qualification with experience of servicing and maintaining catering refrigeration equipment, or be willing to undertake training.