



Job Description

Job Title: Leak & Detect Technician

Reports to: National Operations Director

Context: Within the UK, ISS Facility Services – Restoration provides damage management and associated services to Private and Public Sector organisations, including Local Authority and Insurance customers. ISS Facility Services – Restoration offers innovative operational and development solutions that have been built using the strong foundation of the ISS organisation.

Main Purpose: Responsible for the successful delivery of project KPI's, including service delivery standards in relation to the customer specifications and requirements and achievement of the regional and business financial budget targets.

The Leak & Detect Technician is responsible and accountable to the National Operations Director for the procurement, processing and successful conclusion of projects within agreed financial parameters, operating procedures and all legislative requirements covering operational requirements to meet and exceed performance targets.

The Leak & Detect Technician is to adhere to the Company's Management Procedures, Quality and Health and Safety policies at all times and shall be the formal day to day contact with the customer's representative on site. They are also responsible for the induction, supervision and care of all permanent staff and occasional employees under their control.

Key Responsibilities

- Undertaking the initial leak & detect site inspection and preparing / issuing the assessment report on the findings to the relevant party, together with the scope of works.
- Carrying out the scope of works as required and discussing this with the National Operations Director where necessary.
- Maintaining a flexible approach to the role including participation in the on call rota and some anti-social working hours (including weekends).
- You will normally work either from a branch or remotely. However you may be deployed to other regions or overseas projects as the need arises and in agreement with the National Operations Director.

Business Management

- Responsible for any method statements / asbestos / risk assessments in relation to the project and carry out any additional site / processes risk assessments as required.
- Responsible for the control of all project techniques, paperwork, equipment and resources to achieve the highest quality, most cost effective and technically appropriate results.

- To prioritise and co-ordinate all assigned projects, ensuring adherence to project completion targets and to delegate tasks according to subordinates' experience.
- Ensure that all necessary inspections and testing of clients' property are performed and that the required quality standard is achieved.
- To liaise with the National Operations Director and advise of any restoration anomalies, third party repair requirements, variations to contract, equipment needs, BER items and timescale and project cost deviations.
- Ensure all documentation, whether paper or electronic, complies with Management Procedures and Systems and that all materials & equipment forms are updated and maintained in a timely manner and completed before the working file is passed to the Property Team Division Administrator.
- Ensuring that a daily timesheet, using the appropriate system, is completed for yourself and each employee under your control by 19:00 every Friday and that it is checked and authorised by both the employee and yourself. The timesheets are to arrive in the branch whether paper or electronic no later than Monday 08:30.

Client Relationship

- As the day to day contact on site you will be expected to build a professional, courteous and regular relationship with the client.
- Ensure client issues are dealt with effectively at the appropriate level.
- Check that all quality matters are being treated in a timely and professional manner as required.
- Attend appropriate client meetings, encourage active improvements and provide feedback to clients.

Employee Engagement

- Manage and provide direction, guidance and support to employees under your control in the provision of all elements of Restoration services, ensuring they are able to carry out their roles efficiently and effectively.
- Create, maintain and enhance effective working relationships with staff within the Company.
- Team building by active participation.

Health Safety and Environment

- In conjunction with the Health & Safety Manager and National Operations Manager establish new and maintain safe systems of work.
- Ensure personal compliance and that of your team to ISS Health & Safety policies, ISS reporting procedure for accidents and near misses and current Health & Safety legislation.
- Maintain a communication network to raise Health & Safety issues.
- Ensure that Risk Assessments for all tasks are documented, implemented and communicated effectively.
- Assist in the development of a safety culture within to establish a secure and safe environment.

Personal

- Develop own Personal Development Plan in line with agreed appraisal, taking responsibility for continued self-improvement.
- Participate and embrace the development opportunities within ISS.

ISS

- Communicate effectively with colleagues within the Business Unit and across the company so that information is disseminated effectively and participate in project groups and meetings as required.
 - Promote the IFS model within the ISS Community.
 - Share best practice.
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Experience

- Previous experience in a leak and detect role.

Skills

- Ability to undertake leak and detect assessment / works.
- High attention to detail.
- A high level of flexibility and a positive attitude to innovation and change.
- Commitment to the ongoing success of the business.
- Ability to achieve deadlines, work under pressure and use own initiative.
- Excellent organisational skills and the ability to communicate both written and verbally and work effectively with customers, employees and teams at all levels.
- IT literate.
- Must hold a full UK Driving Licence.

Qualifications

- Leak and Detect or Insurance related qualification.
- BDMA Tech leading to Senior Tech.