



Field Service Manager Job Description

Job Title	Field Service Manager
Reports to	Head of Engineering
Date Reviewed	August 2018

Business Overview

ICE is the largest independent cleaning equipment solutions organisation in the UK. With over 50 years of experience, ICE can provide bespoke solutions with a customer focused model, along with the innovative services and products offered, it continues to set the standards for its industry.

General

Reporting to the Service Operations Manager, the main purpose of this role is to support the management, co-ordination and leading of the Engineering Operations function of the ICE Service Division ensuring efficient and cost-effective service, of the highest standards are delivered to the operational customers.

Essential Job Responsibilities

- Management of the Field Service Engineers across the respective zone
- Support the zone scheduler in the validation, planning and organisation of the field engineering teams
- Support the zone parts administrator in the speedy and effective fulfilment of parts especially for machinery in the “down” and “wait” status
- Be vigilant and proactive in relation to the overall SLA performance of the zone. Focus must be placed on response times, FTF rates and the delivery of loan machines in order to ensure performance by zone is in line with contractual obligations and customers expectations.
- Manage the successful delivery of our Preventative Maintenance and PA testing schedules.
- Support the effective implementation and utilization of the company’s asset tracking systems.
- Monitor the effectiveness of corrective actions and introduce preventative measures where appropriate.
- Deliver a high engineering availability level within the operation to maximise our customer experience.
- Ensure delivery standards are high. Apply an excellence approach to all activities and site standards is demonstrated by self and team.
- Ensure effective communications within the Operational Team, delivering consistent cohesive messages.



- Escalate and communicate issues/information to the Operations Manager and support the effective management and minimization of down and wait machines
- Use SMART call, where applicable, to support the reduction of unnecessary visits to sites and to maximize the “run time” of machinery
- Liaise with senior management as and when applicable in relation to the respective zone – proactively escalate in order to promote proactive communication with customers in order to avoid customer complaints.
- Advise, lead and motivate Field based Engineers.
- Be proactive and support the technical training managers in the development of field engineering, provide coaching, feedback and training opportunities through the engineering department.
- Support the management and delivery of the ICE performance management strategy in line with the effective management of upper, middle and lower quartiles of performance.
- Be involved and support disciplinary issues in conjunction with the HR Team.
- Support the evolvment of a positive pro-active culture with a focus on succession planning throughout the team.
- Ensure, supported by the ICE H&S Manager, all requirements relating to safety, health, environment and quality are being fully implemented in line with company guidelines.
- Ensure team is compliant with all ISO, Hygiene and Health and Safety statutory requirements.

Education

- Degree, preferably in Engineering or related field.

Experience

- Thorough business understanding of Engineering in a service environment, preferably the cleaning industry
- Strong commercial acumen
- Leadership and competency development skills
- Knowledge and understanding of the individual customer needs
- Knowledge of appropriate national standards and H&S regulations
- 3-5 years of experience in a Management position, managing a large team
- Good working knowledge of MS Outlook, Word and Excel

Skills

- Customer Focused
- Highly Organised
- Team Player
- Attention to Detail
- Excellent Communication Skills
- Dedicated Approach to the Position



- Technical Knowledge of The Cleaning Industry Equal Opportunities

Equal Opportunities

Our company are an equal opportunities employer and welcome applications from all suitable qualified persons regardless of their sex, marital status, disability, religion, creed, colour, race, nationality, ethnic origins or social background, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable.

Interview

If you are successful and are invited to an interview, you should ensure that you bring with you to the interview the correct documentation to confirm your right to work in the UK e.g. your passport (current or expired) or birth certificate with a letter confirming your national insurance number.

Due to the large volume of applications received, we are unable to respond to every application. If you have not heard back from us within 14 days of your application, unfortunately, on this occasion, your application has been unsuccessful but we would like to take this opportunity to wish you every success in your future job search.