

**Blue Flame (Cornwall) Ltd**  
**Job Description**

|             |                    |
|-------------|--------------------|
| Title:      | Field Operative    |
| Division:   | Gas                |
| Team:       | Responsive         |
| Reports to: | Divisional manager |
| Based from: | Head Office        |
|             |                    |

**Job Purpose:**

Although you will be working as part of a team, as a Field Operative (FO) you will be mostly field-based, commencing each day, in the morning, either from:

- home
- head office
- a pre-arranged meeting point

The FO will be equipped with a branded van, hand-held terminal, tools, branded uniform, consumables, test equipment, communication devices and other equipment as necessary to undertake the role. Personal pride and care will always be taken with equipment, ensuring its safe use and storage, with periodic recharging in the home as required.

You will have a workload allocated to you from head office, overseen by your divisional manager, but it will consist of any of the following:

- Responsive Repairs
- Compliance certification
- Equipment or building repair
- Equipment installation
- Planned Maintenance

You therefore need to be self-reliant, self-motivated and trustworthy, in order that you may be counted on to do the best job possible, every time.

With a clear focus on customer satisfaction, as an FO, you will be expected to deliver exceptional customer service to distinguish Blue Flame from its competitors. Blue Flame's objectives are that each customer receives the best possible service, a first time fix and that their expectations are met, at least, or ideally exceeded. FO's are expected to uphold this objective.

This role is underpinned by technical excellence and experience. Therefore FO's are expected to identify improvements to energy solutions for customers. This would include identifying renewable energy improvements for customers and opportunities for the provision of other services from Blue Flame that meet customer needs.

The key responsibilities and accountabilities are detailed below:

**Key responsibilities and accountabilities:**

- Undertake customer work
- Customer satisfaction
- Stock, vehicle and tool maintenance
- Supervise and mentor staff
- Training and development
- Performance

**Main duties**

- Undertake customer work
  - With limited supervision, maintenance/repairs, installations, upgrades and associated work.
    - Order parts for jobs
  - Comply with relevant legislation and industry codes of practice.
  - Responsibilities also include emergency call outs on rota basis
  - Manage waste in a responsible and timely manner in accordance with relevant legislation and procedures
  - Use manufacturers technical support facilities for fault resolution
  - Where appropriate, complete compliance certification
  - Where required, produce line drawings and test procedures
  - Where required, produce condition reports and heating layout plans
  - Standby rota
- Customer satisfaction
  - Ensure the customers expectations have at least been met but preferably exceeded
  - Ensure the customer is fully satisfied with any work undertaken prior to departure
  - Provide relevant energy efficiency advice to the customer. Be fully aware of the environmental impact of energy consumption on the environment and able to articulate to the customer the impact and benefits of increasing energy efficiency and reducing energy consumption
  - If equipment has been replaced or newly installed, ensure the customer can operate their new equipment.
    - Ensure the features and benefits of new systems are understood
    - Ensure its functionality is understood
  - Engage with the customer to identify any other services that Blue Flame could supply
  - Deliver high levels of customer service by being empathetic, listen and react to customer needs and concerns by taking ownership of the situation
  - Ensure the highest safety and quality standards are met and that personal and customer safety is maintained at all times.
    - Ensure attention to detail
    - Ensure accuracy
    - Ensure mistakes are corrected quickly and effectively
  - Maintain, retrieve and update customer data by:
    - Using available IT
    - Full Completion of manual forms where required
    - Ensure that all data collected is accurate

- Cascade feedback received from customers to enable the business to review/amend its processes in order to meet customer demands and expectations
  - Ensure customer complaints or dissatisfaction are reported back to the divisional manager
- Stock, vehicle and tool maintenance
  - Ensure you have the adequate tool kit, and stock, to carry out the work assigned to you
  - Replenish and manage van stock
  - Responsible for vehicle cleanliness and tidiness
  - Responsible for the maintenance, logging and tracking of tools and equipment
- Supervise and mentor staff
  - Assist in developing other FO's and Apprentices
  - Oversee apprentices under your direct supervision
- Training and development
  - Identify training needs for self and report to divisional manager
    - Refresh knowledge and skill-set by attending technical and procedural updates courses and briefings
    - Adopt and apply knowledge updates and working practices to enhance safety, customer satisfaction and efficiency
  - Attain professional qualifications as set out by the Field Training matrix relevant to your division
  - Share "best practice" with your division
  - Identify training needs for other Field Operatives and Apprentices and report to divisional manager
    - Provide relevant feedback to your divisional manager for new and/or less experienced members of the team, as well as the individuals themselves.
- Performance
  - Meet productivity targets set by Blue Flame
  - Have a positive attitude to work, customers and colleagues
  - Have a high regard for health and safety, and the working environment, at all times

**Person profile  
Skills required:**

|                             |  |
|-----------------------------|--|
| Personality                 | Self-organising, with a positive outlook and enthusiasm<br>Able to assess own performance<br>Comfortable in dealing external people<br>Reliable, tolerant, and determined<br>Empathic communicator, able to see things from the other person's point of view<br>Have a smart and tidy appearance<br>Keen for new experience, responsibility and accountability.<br>Able to get on with others and be a team-player<br>Honest, truthful and acts with integrity   |
| Time-keeping                | Leads by example<br>Extols virtues of the needs for good time-keeping<br>Arrives for/at appointments, consistently, on time  |
| Personal situation          | Able to commute reliably to office base<br>Able to work extended hours on occasions when required  |
| Specific skills/attributes  | Has minimum NVQ Level 3 qualification in field of expertise, or equivalent, or demonstrate a high level of relevant practical experience<br>Able to communicate well using varying media.<br>Good knowledge of the products and services provided by the business<br>Good knowledge of our business and working practices<br>Good attitude to health, safety and the working environment at all times<br>Minimum 5 years industry experience<br>Fit for working outdoors in all weathers<br>Full driver's licence, no more than 6 penalty points |
| Computer & telephony skills | Must be able to use MS Office 2000 or later, particularly Excel and Word.<br>Ideally able to use MS Access, or similar database, to basic level.<br>Good level of usage of personal communication equipment<br>Internet and email usage experience preferred<br>Good keyboard speeds and skill   |
| Literacy & numeracy         | Good literacy and numeracy skills must be demonstrable<br>Must be a very competent writer of letters and general communications.   |
| Commercial skills           | Must be able to communicate effectively face-to-face and via telephone.<br>Be aware of commercial opportunities for the business   |

**Signed**

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**Date**.....