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### Role Mandate

Job Title: Operational Technician (OT)

Function /CFBU: Depot Automation and Maintenance

Dimensions of the Job: Develop Skills for Technicians Role

Reports to: Depot Manager/Engineering Systems Manager

Location: Runcorn with occasional travel

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### Job Summary:

As an Operational Technician, you must be conscientious and have proven to show diligence within their current role. The OT will learn the very basics of the conveyor system operationally along with a good understanding of the conveyor system with the ability to confidently perform daily tasks such as cleaning, resetting faults, spares management and reporting. This must all be evident through training from a Senior Technician. During this stage the OT will be enrolled on Health and Safety training courses towards Pneumatics, Electrics, and Mechanics. These H&S course(s) will provide the basis for understanding the dangers in workplaces. Through these course(s) the OT will also learn key skills and knowledge of technical tasks such as safe isolation, Motor changing, belt welding, roller replacing etc. At this stage the OT must only carry out any technical duties under strict supervision from a Senior technician.

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### Responsibilities :

- Learn the basics of conveyor logic.
- Understand the layout and functionality of site automation .
- Assist in the daily issues and react on an operational level .
- Assist Technicians with maintenance tasks and adjustments ensuring the automation is operational and maintained to a high standard.
- Assist Technicians with depot related tasks.
- Learn and manage spares logs and reports.
- Undergo training provided.
- Develop a good understanding of Health and Safety, Environmental and Good Distribution Practice policies.

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### Key Experience, Knowledge, Skills &Qualifications:

It is desired that the Operational Technician has experience working around conveyor systems or similar automation equipment and has a basic level of technical knowledge and skills in regards to tools and equipment.

An applicant for this role will be required to hold GCSE level C or above and be able to demonstrate good Skills with communication, time management, organising and attention to detail.

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### Key Interfaces

Supply Chain, Procurement, SEQ, Depot Network, IT, L&D, Contractors.

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### Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

### Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement



### Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

### Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement