

JOB DESCRIPTION

Water Quality Engineer

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

You will lead and manage the Pool Plant Team to provide a customer focused reactive and planned maintenance service for Edinburgh Leisure's swimming pools to ensure a consistently high quality and standard of pool water hygiene.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Team Leadership - Lead, manage and develop the Pool Plant Team to ensure that they are delivering a customer focused pool maintenance service to our venues.	30%
2. Planned Maintenance - Ensure that pool water quality and hygiene levels are of a suitable level across EL pools, ensuring disruptions to the service are kept to a minimum through planning and implementation of planned maintenance.	30%
3. Reactive Maintenance - Ensure all reactive Pool plant maintenance is completed in accordance with the Maintenance Service Plan and agreed processes.	20%
4. Management of Contractors - Procurement of services ensuring best value, compliance with procurement legislation and EL procurement and supplier guidelines. Management of Contractors to ensure works are completed in accordance with contractual agreements (including relevant EL policies and procedures)	10%
5. Training and Support - Ensure staff are aware of changes to legislation and have accurate, up to date training records relevant to their roles.	10%

RESPONSIBILITY FOR RESOURCES

Responsibility for staff:	Line management responsibility for a team of 1 Pool Plant Manager, 2 Pool Plant Operators, 4 RCP Maintenance Technicians
Responsibility for finance and level of financial control:	Responsible for overseeing planned maintenance work that has a value of approx. £200K per annum. Procuring services and materials ensuring value for money (though utilisation of frameworks etc.), compliance with Procurement legislation and EL's procurement & supplier guidelines.
Responsibility for Physical Resource:	EL's Pool plant equipment and associated tools Company van and office equipment, e.g., laptop, mobile phone.

Responsibility for Data and Information:	<ul style="list-style-type: none"> • Ensure that the team capture data accurately and timely in accordance with the standards defined in the Data Architecture. • Ensure maintenance contracts, service records, completion certificates and invoices are collated and stored accordingly.
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GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> • You will work autonomously providing leadership to the Pool Plant Team to deliver a customer focused pool maintenance service in accordance with the Maintenance Service Plan, Service Level Agreement and regulatory requirements. • You will plan and manage resources accordingly to ensure the Pool Plant Team meet the required service level agreement performance. This will include management of the on-call pool plant service. • You will also encourage and support team members in their continuous professional development and ensure all staff have the appropriate training to successfully complete their responsibilities. • You will be adaptable and be able to prioritise work and resources in responding to emergency requests. You will also be required to use your professional/technical judgement in making decisions on a daily basis. • For planned pool maintenance activities, you will procure and manage contractors ensuring best value, compliance and that works are completed in accordance with contractual agreements. You will also be responsible for procuring all parts required for pool maintenance activities. You will also be required to input into Edinburgh Leisure’s Asset Management Plan. • You will ensure that all pool maintenance activities are completed in accordance with Edinburgh Leisure’s H&S policies and procedures, ensuring compliance with relevant legislation and guidance. You will also ensure all staff have the required training to meet this objective. • You will embrace the use of the new CAFM system and processes to improve the pool maintenance service. You will ensure staff input and maintain data related to maintenance activities and assets in the CAFM system in accordance with the Data Architecture. You will also be focused on continuous improvement identifying opportunities for different ways of working to improve the pool maintenance service and add value to the business.

Communication & Representing the Organisation
<ul style="list-style-type: none"> • You are required to work with a range of external stakeholders in this role including trades contractors, parts suppliers, utility providers and training providers. Good communication is critical to ensuring good performance from contractors. You will represent the organisation in a professional manner ensuring the organisation gets best value from its contractors and suppliers. • You will be required to engage senior management across the organisation, H&S, Project teams, Learning & Development and Procurement. You will also engage with other teams within the facilities management department including the Maintenance Teams, Projects Team and the Technical Services Manager. • It is key you are able to confidently communicate the objectives and plans of your team in providing a customer focused service to the business. You will ensure that your team are also able to clearly articulate the team objectives and priorities. You will be required to present monthly performance reports to the Head of FM. • Written communication is also key in providing narrative to performance reports and supporting the Head of FM in preparing reports to support strategic or financial decision making.

Safeguarding Our Customers

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- Take an active role in the safety of yourself, your team and your colleagues, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.
- You are expected to understand and fulfil your role (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Your venue's Emergency Action Plan (EAP)
 - Your venue's Normal Operating Plan (NOP)
- Ensure that staff complete the required risk assessments and safe systems of work for onsite work and are stored accordingly in the CAFM system. Service Records and Completion Certificates for all maintenance activities should be collated and stored accordingly in the CAFM system.
- Ensure that the venue and your area of work is clean, tidy and presentable
- Apply industry codes of practice and any relevant legislation in our ways of working eg: staff training and compliance records, food standard compliance and financial compliance

Problem Solving

You will plan ahead to identify in advance what information is needed and where this can be accessed. Based on this you will generate and evaluate a range of potential options. You will monitor progress and chart achievements

You will review and schedule planned pool maintenance up to a year in advance, and you are expected to be aware of other FM projects (e.g., technical, plant, energy or refurbishments) which may impact this planned work.

You will be required to analyse and resolve technical issues in accordance with your own professional and technical qualifications.

Impact on Organization

Responsible for delivering the reactive and planned maintenance plans to keep our pools open, safe, hygienic, fit for purpose and meeting our customer expectations.

JOB DEMANDS

Physical	This post involves a combination of office-based work (50%) and site inspections (50%) which may require some physical effort. A reasonable level of fitness is required to carry out the role. You will be expected to be conversant with the demands of working in an engineering/pool plant facility. This may include manual handling and working in enclosed space
Mental	<p>You must be able to respond to unplanned situations and manage competing requests effectively.</p> <p>This role involves a degree visual concentration – inspecting pool plant equipment, the condition of the pool environment and reviewing work that has been carried out. There will be occasions when emergencies need to be responded to and team support required to do the same.</p>
Emotional	You may be required to handle a number of internal customers and suppliers. You may have to deal with more challenging situations in line with your professional skills.
Environmental	This role involves working in our venues. You will be required to work in a variety of environments, you will be exposed to differing levels of temperature, humidity and noise. There are occasions when you may be in a restricted area requiring PPE.

PERSON SPECIFICATION

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Qualifications and Attainments:	
Essential	Desirable
<p>Degree (or equivalent experience) in either Chemical Engineering, Mechanical & Electrical Engineering or HVAC.</p> <p>Significant experience working with water treatment or swimming pool leisure industries.</p> <p>Able to demonstrate a good understanding of the Construction Design & Management Regulations 2015 (CDM).</p>	<p>Recognised H & S qualification</p> <p>National Pool Plant qualification Legionella Awareness Intermediate level.</p> <p>Asbestos monitoring and awareness training</p>
Knowledge and Experience:	
Essential	Desirable
<p>Significant experience of leading a team.</p> <p>Experience of building and maintaining relationships with a wide range of stakeholders to deliver a customer focused maintenance service.</p> <p>Experience of operating in accordance with health & safety policies and procedures (e.g., Risk Assessments) ensuring compliance with relevant legislation and guidance.</p> <p>Experience of planning and resourcing pool maintenance activities (ensuring compliance with relevant legislation and guidance as well as performance in accordance with the Service Level Agreement) across a large estate comprising various assets in differing states.</p> <p>Experience of procuring and managing contractors ensuring best value and that works are completed in accordance with contractual agreements.</p> <p>Experience of continuous improvement identifying opportunities for different ways of working to improve maintenance services.</p>	<p>Experience supporting the implementation of a new operating model with increased usage of technology to improve the maintenance service delivered to the customer.</p> <p>Experience implementing new processes and Data Architecture</p> <p>Experience of clerk of works responsibilities, accepting capital works into maintenance</p> <p>Knowledge of Building Management Systems</p> <p>Knowledge of Heating, Ventilation and Air Conditioning systems</p>
ESSENTIALS Behaviour Standards	Leadership by EVERYONE & MANAGER

DISCLOSURE/PVG REQUIREMENTS
BASIC

I have read and understand this job description and I am clear about what is expected of me in this job.

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Grade	