



# JOB DESCRIPTION

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|----------------------|--------------------------|
| Job Holder's Title:  | Site Services Technician |
| Responsible to:      | Facilities Manager       |
| Direct Reports:      | None                     |
| Site Responsibility: | Lichfield                |

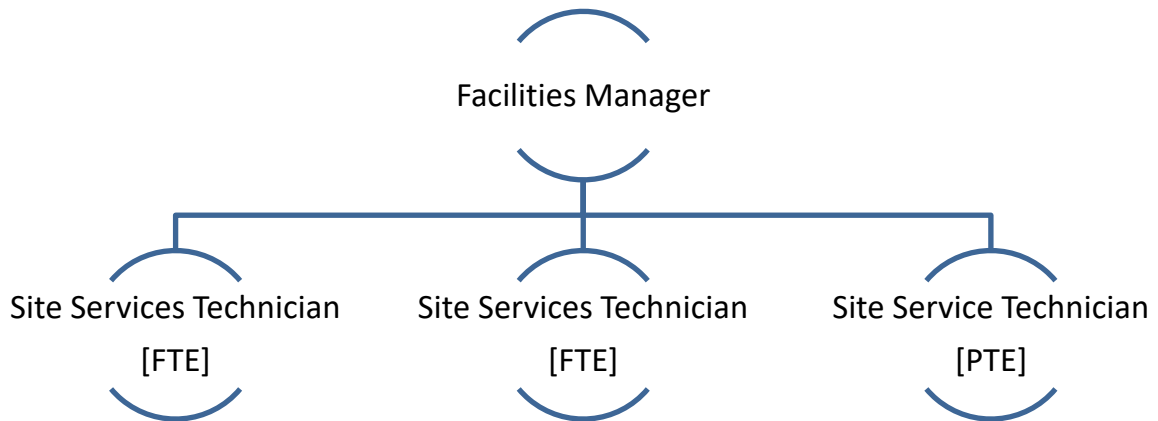
### Main Purpose of the Job

Complete general repairs and maintenance tasks on the water treatment plant, Factory and the site grounds, Manage the operation of the plant to ensure we remain fully compliant as per our permit obligations. Record keeping of testing is critical.

### Scope of Responsibility

Operation of the Water Treatment plant, Tractor Operations, General Maintenance & Fabrications on the site, in addition to the upkeep of the agricultural trailers to ensure they are road worthy.

### Team Structure



### Main Responsibilities

|   |   |
|---|---|
| 1 | Conduct routine checks of plant, water – hourly/daily/weekly.   |
| 2 | Routine checks on the operation of the cooling towers – sampling, replenishment of chemical, using the correct escalation procedure in the event of failures etc. |
| 3 | General maintenance & DIY tasks.  |

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| HR-S-<br>Version: 1<br>BRC Clause: 1.2 | <b>AUTHORISATION</b>       | <b>SIGNATURE</b> | <b>DATE</b> | Page 1 of 4 |
|  | WRITER: Michael Stephenson |                  |             |             |
|  | VERIFIER:                  |                  |             |             |
|  | VALIDATOR:                 |                  |             |             |



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| 4 | Maintain site trailers to ensure they are always in a road worthy condition.   |
| 5 | Complete all necessary PPM's   |
| 6 | Gritting site during adverse weather   |
| 7 | Advise management of any problems affecting with the water treatment plant immediately to minimise operational downtime. |

### Key Performance Indicators

|    |   |
|----|---|
| 1. | Complete all PPM's  |
| 2. | Ensuring the plant is running efficiently and effectively |
| 3. | General Maintenance & Fabrications around the site        |
| 4. | Quality of water treatment discharge                      |
| 5. | Recording of all data associated with the Plant.          |

### Limits of Responsibility

|    |   |
|----|---|
| 1. | Cannot make any adjustments on the system that may have a financial impact.           |
| 2. | Cannot make any decision that may affect service level without consulting a superior. |

### Skills and Experience

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| 1  | Knowledge of a Water Treatment Plant                        |
| 2  | Able to prioritise  |
| 3  | Organisation in relation to supply & control of animal feed |
| 4  | Working to deadlines & Time Constraints.                    |
| 5  | Ability / Confidence to operate a tractor & trailer unit.   |
| 6  | Legionella & Confined Space Awareness                       |
| 7  | Observation and recording skills                            |
| 8  | To be able to carry out basic tasks on a computer           |
| 9  | The ability to work on your own & part of a team            |
| 10 | To be thorough and pay attention to detail                  |
| 11 | The ability to operate and control equipment                |



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| Personal Qualities |   |
|--------------------|---|
| 1.                 | <p><b>Quality, value, service</b></p> <ul style="list-style-type: none"> <li>• Works with and through others to achieve standards of customer service internally and externally</li> <li>• Develops and sets challenging standards for individual and team performance on customer service</li> <li>• Monitors KPIs and takes necessary corrective action</li> <li>• Publicly monitors performance and holds self and team accountable for providing agreed service levels of quality, value and service</li> <li>• Is aware of market trends/developments and responds proactively</li> </ul>  |
| 2.                 | <p><b>Customer relationships</b></p> <ul style="list-style-type: none"> <li>• Questions ‘how are we adding value for the customer?’</li> <li>• Develops strong working relationships and has regular contact with the customer</li> <li>• See things from the customer point of view as well as Florette UK &amp; Ireland Limited.</li> <li>• Develops relationships within own business unit.</li> <li>• Builds a personal rapport with opposite number both within the business and externally</li> <li>• Takes time to question and understand the real, underlying needs of customers</li> </ul>  |
| 3.                 | <p><b>Personal initiative and the encouragement of others</b></p> <ul style="list-style-type: none"> <li>• Sets challenging targets and goals for self and team</li> <li>• Delegates responsibility while maintaining support and focus</li> <li>• Actively encourages a “no-nonsense” approach – ‘what can we do to sort this out?’</li> <li>• Encourages others to go that little bit further regardless of job level</li> <li>• Is supportive of others and promotes a no-blame culture</li> <li>• Encourages others to fulfil their potential with development and support</li> <li>• Encourages others to achieve outstanding results</li> <li>• Organises resources to achieve results (people, time, equipment, capital etc)</li> </ul>  |
| 4.                 | <p><b>Determination</b></p> <ul style="list-style-type: none"> <li>• Provides a consistent and constructive environment / approach even under pressure</li> <li>• Is prepared to admit mistakes and adapt plans accordingly</li> <li>• Anticipates and proactively manages obstacles and setbacks to achieve results</li> <li>• Considers feasibility of alternative solutions</li> <li>• Encourages self and others to see things through to completion</li> <li>• Maintains enthusiasm and resilience even when the going gets tough</li> <li>• Is prepared to manage conflict if required to make progress or achieve result</li> </ul>  |
| 5.                 | <p><b>Valuing Others</b></p> <ul style="list-style-type: none"> <li>• Creates a positive environment where team members value each other’s differences and work together effectively</li> <li>• Identifies when team members need support and provides it</li> <li>• Encourages personal growth within a supportive and honest culture</li> <li>• Speaks well of others, recognising their strengths and supporting their development needs</li> <li>• Identifies poor performance fairly and consistently and acts appropriately</li> <li>• Gives responsibility to others and trusts them to deliver, whilst maintaining a ‘watching brief’</li> <li>• Respects contributions from other areas and works within their agenda               <ul style="list-style-type: none"> <li>• Actively promotes team success and provides praise and recognition where it is due</li> </ul> </li> </ul> |
| 6.                 | <p><b>Communication, ethics and integrity</b></p> <ul style="list-style-type: none"> <li>• Anticipates employee needs and communicates proactively ahead of time</li> <li>• Has regular communication with all levels of staff adapting method, pace and style appropriately</li> <li>• Actively encourages 2-way communication</li> <li>• Openly and honestly discusses and debates business issues with others</li> <li>• Genuinely invites and values others’ feedback and is seen as approachable and responsive</li> <li>• Involves others appropriately in decision making and communicates the outcome clearly</li> <li>• Builds trust in the team and with the team to enable individuals to express their views</li> <li>• Observes behaviour and provides constructive feedback no matter how difficult</li> </ul> <p>Safeguards sensitive and confidential information</p>           |
| 7.                 | <p><b>New challenges</b></p> <ul style="list-style-type: none"> <li>• Considers and then provides constructive feedback to all challenges and ideas.</li> <li>• Is confident to give credit to, and then put good ideas into practice</li> <li>• Encourages other to think “outside the box” and challenge existing practices.</li> <li>• Helps others understand the reasons for change and deal with concerns.</li> </ul>   |



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|     | <ul style="list-style-type: none"> <li>• Puts in place practices which facilitate the implementation of change such as meetings or training.</li> <li>• Makes informed decisions to make change happen</li> <li>• Manages to ensure constructive, resourceful solutions to support the team with change</li> <li>• Adapts own approach to meet the changing environment.</li> </ul> <p>Communicates the benefits and requirements of change clearly</p>  |
| 8.  | <p><b><i>Innovative Growth</i></b></p> <ul style="list-style-type: none"> <li>• Considers other people's ideas and may apply them further or in other situations</li> <li>• Analyses and reviews existing practices and is able to accept criticism positively</li> <li>• Brainstorms for new ideas regularly</li> <li>• Actively seeks to implement new approaches and if necessary provide the required time and resource</li> <li>• Develops new applications for existing processes/methods</li> <li>• Allows time for creativity and values new ideas of team members</li> </ul> <p>Has a process or system in place to capture new ideas</p>   |
| 9.  | <p><b><i>Performance Improvement</i></b></p> <ul style="list-style-type: none"> <li>• Establishes clear and meaningful performance measures and standards, and communicates them to the team</li> <li>• Measures "value adding" KPIs ensuring delivery of expectations</li> <li>• Encourages team to "own" performance and to identify areas for improvement</li> <li>• Aware of gaps in own knowledge and experience and also of team</li> <li>• Benchmarks performance internally and externally to drive continuous improvement</li> <li>• Encourages cross functional working to maximise efficiency</li> <li>• Prioritises effectively for self and team</li> <li>• Shares best practice willingly</li> <li>• Utilises feedback to improve performance</li> </ul> <p>Understands results required and can balance resources to meet these needs</p> |
| 10. | <p><b><i>Delivering Value</i></b></p> <ul style="list-style-type: none"> <li>• Identifies &amp; eliminates non-value adding activity</li> <li>• Identifies areas of weakness or risk and implements corrective action</li> <li>• Identifies &amp; addresses gaps in own and team knowledge</li> <li>• Identifies where value can be added &amp; delivers against it</li> <li>• Maximises resources to drive results within business constraints (time, money etc.)</li> <li>• Shares own learning with others and willingly adopts the best practice of others</li> </ul> <p>Ensures improvements deliver value to the bottom line</p>   |

### Special Tasks

Provide cover for holiday and sickness where possible in the absence of another Site Service Technician.

### Other Duties

This list of duties is not intended to be exhaustive but gives a general indication of tasks and responsibilities. All employees are expected to work in a flexible manner and acknowledge that tasks not specifically covered in their job description are not excluded.

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|--|--------------------|--------|
| Job Holder Name:                                 | Job Holder Signed: | Dated: |
|  |                    |        |
| Signed on behalf of Florette UK and Ireland LTD: |                    | Dated  |