

Our Ref: MW001-Job Description INDSER Trainee Support Technician v2

Monday, 06 January 2025

Job Description: Trainee Support Technician - Industrial Services

Reports To: Team Leader - Industrial Services

Location: Based at Fuel Depot Scorrier, outer depots and client sites around the UK

Hours of work: 40 hours per working week - Permanent position

Salary: Dependant on experience, competitive, overtime & working away as required for operational projects, pension, 6 months' probation, 1 month notice.

Holiday: 20 days p/a plus bank holidays.

About The Company:

Mitchell & Webbers Ltd is a well-known family operated liquid fuel distributor within the southwest, we are also proud to say we were the first to trial renewable heating oil in Cornwall.

Over the years our core business has developed and expanded into the four main areas.

- Fuel distribution.
- Heating maintenance services.
- Commercial vehicle services.
- Industrial services.

About The Role:

The industrial services trainee support technician is a varied role that incorporates both operations and project coordination aspects, this is an entry level role where you will learn both operations and how to deliver projects within the company progressing onto a coordination and estimator roles.

You will be working for Industrial Services helping to maintain our clients fuel systems nationally as well our own fuel distribution infrastructure to ensure we can keep up with demand that meet our client's high expectations.

Life in industrial services can change from day to day depending on operational commitments and emergency callouts, you'll be working in different environments such as our main office helping to coordinate operations to client sites that could be a domestic setting, farms, garages, forecourts, industrial sites, data centres, water works or steel mills.

You'll be required to carry our essential services for the project team as and when required working in a variety of commercial and industrial environments, this can be failed fuel tanks, fuel uplifts, emergency spill response, civil installations, ground works and much more, its key to have a wiliness to learn and to undertake all works in a professional manner.

The role will provide on the job training where you'll be shown skills and techniques by your peers, to also complement your development you'll undergo a selection of training supplied by our third-party providers and time served industry leaders.

There are plenty of opportunities to specialise in a particular field such as driving, civils, engineering, electrical and installations.

Reporting to:

When working for Industrial Services you'll report to the coordination team or if working on site you'll be assigned a team leader / site lead.

When working at the depots you'll be required to report to report & relaying information back to the distribution team, outer depot tasks will be panned in by the distribution management team.

Home Depot Duties:

- Taking phone calls from customers to suppliers and remote working staff, note taking is an important role within the company and relaying this information to the coordination team.
- Assisting in creating small works planning forms, coshh assessments, waste notes, waste declaration forms, daily time sheets, and other operational forms.
- Collating project information and update project files.
- Assisting in keeping track of contractors, suppliers & hired in equipment.
- Assisting in the creation of project estimates and proposals for M&W activities.
- Carrying out stock takes.

Operational Tasks:

You'll be required to assist with operational tasks as and when required as this will enable you to progress within the coordination team, this could be tasks such as...

- Learning the core services of industrial services such as assisting our own distribution business with emergency deliveries to effective spill response activities. Fuel uplifting such as removing kerosene, diesel fuels or petrol from client sites. Tank cleaning of domestic heating oil tanks, confined space entry in commercial gas oil tanks. Installation works of new fuel storage systems or dispensers, basic civil reinstatement works, ground works. Setting up of mobile fuel filtering systems to bring the clients fuel back into specification.
- Preparedness - assisting in our continual preparedness for response and callouts, stock taking, asset management.
- Depot Support - assisting with opening and closing the depot, maintenance, stock relocation.

Callout Duties:

- To assist with emergency callouts, spill response, tanker breakdown and recoveries, rollovers and other related incidents.
- Assist with emergency fuel deliveries & pump outs.

Personal Qualities:

- Good communication skills with staff, clients, suppliers and contractors.
- Must be prepared to work away from home when required.
- Like job variety.
- Must be flexible with working hours, callouts will be expected and can happen at any time.
- Like to finish jobs but understand that you could be re-tasked as and when emergencies arise.
- Able to work with a team that's been drafted together to achieve our goals.

Requirements & Skills:

- Medically fit to perform these duties mentioned above.
- Clean UK Drivers licence.
 - You will be required to operate a variety of vehicles such as compact vans, flatbeds to long wheel-based utility vans and 4x4 pickups, towing will be required.
- Be able to wear personal protective equipment as supplied.
- Able to be flexible with the working schedule and stay away from home on a regular basis.
- Be able to use a computer and familiar with MS Office.
- A willingness to learn.

Scorrier

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Skills that would be beneficial:

- Background in trade such as construction, engineering or electrical.
- Pressure washing, drain jetting or confined space experience.
- Driving and operating different types of vehicles, plant and machinery.
- IT skills.

Initial training received:

- IOSH - Working safely.
- IIRSM - Ladder safety training.
- IIRSM - Manual handling in industry.
- IIRSM - PPE training.
- EUSR - National Water Hygiene (blue card).
- UKATA - asbestos awareness.
- SQA Level 2 High risk confined space course.

Eligible internal and external training received based off performance:

- CITB site labours card.
- ADR awareness - internal.
- Advanced spill response course.
- Forklift - internal.
- Telehandler - internal.
- Water jetting - internal.
- MEWP's - internal.
- Dumper - internal.
- Abrasive wheels - internal.
- CAT & Genny - internal.
- OFTEC 50 oil introductory training course for new entrants.
- SPA Core.
- SPA Forecourt.

Progression:

This is a basic entry level role for working within operations, you'll have exposure to all departments within Mitchell & Webber where you can show the required skills and personal traits essential for further advancement within the coordination team. Alternative field-based roles would be considered such as Ind Ser - technician, Multi role operator, Distribution - Driver.