Job Title (Vidrala Group)	AW Support Technician
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Organizational Unit	Logistics
Business Unit	Encirc
Reporting to (Hierarchical)	Engineering Supervisor
Reporting to (Functional)	Engineering Supervisor

Main Purpose of Role

Reporting into the Engineering Supervisor your primary responsibility will to ensure the continuous operation of the Warehouse cranes, conveyors, elevators, shuttle cars . To support on the WMS tasks , be the "first responder" to faults , diagnose issues and escalate to the engineering team if needed. Will be involved in basic engineering tasks support LVL1 maintenance with AW Engineering support. The role will also cover system monitoring and recovery tasks to maximise uptime, throughput and operational performance

Key Accountabilities

- AW Stoppages quickly assessed and resolved
- Smooth operation of system
- Support the shift ASC role
- Control Pallet Movement on the warehouse Conveyors through the use of Autostore systems
- Co-Ordination of pallet flows between warehouse, despatch, filling & Rework
- Create and Maintain Safe working Practices with AW Engineers
- Visual recovery with cameras
- Liase with cleaners to ensure AW is clean & tidy
- Man down recovery process with AW engineers
- Collapsed Pallet recovery co-ordination
- Support with basic maintenance tasks / LVL1 checks
- To continually improve efficiency of Warehouse
- To keep all plant and machinery operational
- Continuous improvement of the current Warehouse system
- Stock audits
- To keep work areas clean and tidy
- Manage TBA support tickets through portal

"This is a brief outline of the role and is by no means exhaustive. The post holder will be expected to undertake duties as appropriate to the position. Significant changes to the role and its responsibilities would be subject to appropriate consultation with the post holder".

- Co-ordinate and control all contractors on Site and ensure rules and regulations are followed
- Working well with other people and communication

To adhere to all Encirc Ltd Elton health and safety procedures:

- Shall use any machinery, equipment, dangerous substances, transport equipment, means of production, or safety device provided by the employer in accordance with all training given, together with the relevant Safe Operating Procedures.
- Ensure all equipment is in good condition and safe to use prior to use, and immediately report unsafe issues to an appropriate line manager.
- All PPE should be used in accordance with the employer's instructions, and relevant risk assessment.
- Report all accidents / incidents / damages to machinery, property, and plant immediately, whether persons are injured or not.
- Maintain a good standard of housekeeping within their workplace.
- Help conduct workplace inspections, risk assessments, and to look for and recommend improvements.

Knowledge, Skills and Experience

Business Knowledge

- Excellent organisational ability
- Basic Engineering acumen
- Ability to prioritise the workload
- Ability to work as part of a team & work using your own initiative
- Computer literate in word processing, spreadsheets & graphic packages
- Good written & oral communication skills
- A good eye for detail
- Literate & numerate
- Experience with Autostore is desirable, but not essential
- Knowledge & previous experience in high-pressure Logistics / Warehouse within the food, drinks or packaging environments

Essential Functional / Technical Skills

- Good level of general education & ability to learn new concepts & principles
- High skill level in fault finding & trouble shooting
- Good communication skills
- Comfortable with working at heights.(up to 35 meters)
- PC Literate
- Experience of working within a large multinational organisation
- Effective team leader skills
- Excellent communication & presentation skills
- Ability to work on short-term issues & support colleagues across the business
- Ability to make a significant contribution to the implementation of strategies for the medium & longer term success of the business
- Experience in Automated Conveyor Systems

Personal Attributes / Competencies

- Professional attitude essential
- Excellent communication & presentation skills
- Work on own initiative or as part of a team
- Flexibility to adapt & promote change & ability to learn new skills, concepts & processes
- Commitment to Customers (internal /external)
- People Commitment & Development
- Sustainability
- Collaboration
- Leadership
- High Performance
- Innovation & Continuous Improvement

Impact

Individual Contribution / KPIs

- Reduce Downtime
- Raise Safety Observations
- Complete PEMACS
- Audits
- Maintenance targets

Key Contacts

- Shift Supervisor, Engineering Manager
- DSP LOC
- Operational areas

Decision Making
(Outline the most important recommendations expected to be made for others to decide on)

- Best action following system breakdown
- Best practice for fault recovery
- Escalation and priorities of system breakdowns

Value	Target Level (1 to 5)	
Commitment to customers	**1**	**Addresses customer needs:** Tailors products/ services based on an understanding of customer needs, acting with integrity to drive business value.
People Commitment and Development	**1**	**Understands and acts on own development needs:** Understands and capitalises their strengths, manages weaknesses, demonstrates self-awareness, seeks and acts on feedback.
Sustainability	**1**	**Considers impact on the environment**: Understands impacts on the environment and acts to reduce waste, complies with environmental systems.
High performance	**1**	**Understands their role:** Understands how their role leads to achieving business goals. Keeps up to date with new processes and information. Organises their work to ensure delivery.

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Collaboration	**1**	**Seeks input:** Shares and seeks out diverse views incorporating them where appropriate in order to develop better proposals and creative solutions.
Innovation and continuous improvement	**1**	**Maintain focus despite uncertainly:** Aligns with vision and priorities to make good decisions about focusing efforts, seeks clarity when needed.