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| **Job Description / Specification** | |
| **Job Title:** | **Site Survey & support Engineer** |
| **Reporting To** | |
| **Job Title:** | **Relight Service Manager** |
| **Location** | |
| **Department:** | **Relight Project Service Team** |
| **Organisation Structure** | |
| Site Survey & Support Engineer | |
| **Purpose of the Position** | |
| To ensure Whitecroft provide an efficient premium Pre-Order Survey & Design service to our Sales team and clients on Relight Projects. | |

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| **Key Responsibilities** | |
| 1 | To ensure the smooth and effective operation of Whitecroft’s Lighting Survey and design process. To liaise with Whitecroft Account Managers, providing technical support and validation of proposals when called upon. |
| 2 | To effectively manage the flow of Survey data between teams, ensuring excellent communication methods are utilized, meeting/exceeding customers’ requirements and expectations. |
| 3 | Undertaking Lighting Surveys on customers sites using iPad Survey Data collection Software. |
| 4 | Provide Lighting Survey support / training to colleagues and third-party contractors. |
| 5 | To manage the input and output of all survey data, from preparing drawings at the start of the process through to the re-formatting the survey data and handover to the Lighting Designers at the end of the process. |
| 6 | Ensure projects are completed according to plan schedules, company policy and quality standards. |
| 7 | Coordinate site visits, liaising with customers and surveyors to ensure efficient use of time and resources. |
| 8 | Keep the Operations Manager and colleagues informed on status of all assigned projects and tasks. |
| 9 | Represent Whitecroft Lighting in a professional manner, with well-composed correspondences. |
| 10 | Provide onsite Standard & Custom design installation support in collaboration with the sales team and clients on Relight projects, providing design & technical support/guidance on lighting and controls |
| 11 | Continuously identify and effectively communicate ways to improve the Relight service. |

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| **Specific Skill Requirements** | | |
|  | **Essential** | **Desirable** |
| **Education / Technical Skills** | * Knowledge & experience of working within the lighting industry, including knowledge of our products. * Must have knowledge of a variety of computer software applications such as CAD, word processing, spreadsheets, and database software. * Experience of dealing with customers face to face. * Full UK Driving Licence. | * Outdoor lighting experience * Demonstrable experience of using Relux / Dialux and Auto CAD * Experience of Revit / BIM * Experience in Payback / ROI / Energy Calculations. * Be a CSCS ECS Trade Card Holder to enable work on Construction sites * experienced time served Electrician or Electrical Engineer within the Retail, Educational, Commercial, and Industrial sectors. * Electrical engineering Qualification. |
| **Behaviour** | * Strong ability to manage multiple projects at the same time. * Excellent interpersonal skills & promotes collaborative working; with the ability to work with key stakeholders at all levels. * Excellent communication skills, both written and face to face, with the ability to be clear when delivering technical information. * Is effective in planning and organising workload to ensure timely achievement of tasks. * Attention to detail. * A problem solver with decisive decision making. | * Ability to anticipate the potential areas of conflict, with the ability to manage/diffuse situations effectively. |

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| **Document Management** | | |
| **Written By:** | **John Earley** | **Date: Nov 2023** |