

## Job Description

<b>Job Title:</b>	Walter Service Engineer
<b>Department:</b>	Capital Projects Team
<b>Location:</b>	UK-wide
<b>Line Manager:</b>	Project Engineering Manager
<b>Number of direct reports:</b>	None
<b>Date completed:</b>	June 2025

### MAIN PURPOSE OF ROLE:

A national role visiting concrete-producing customer sites across the UK to carry out servicing, installation and commissioning of, and repairs to, Walter high pressure mixer washout systems. Regular overnight stays away from home; weekend work is rare.

Work with other team members to develop and expand sales of Walter equipment, Walter servicing and spare parts.

Actively promote our Make it better philosophy and support our One ConSpare approach.

### SCOPE OF THE ROLE:

- Carry out on-site servicing of Walter high pressure mixer washout systems.
- Carry out pre-installation site surveys. Install and commission Walter equipment.
- Provide breakdown and technical support.
- Build strong customer relationships to grow sales of equipment, servicing and spare parts.
- Work with subcontractors and German engineers as required.
- Support the One ConSpare principle.
- Provide data and photos for Marketing activities and training.
- Ensure all required qualifications are kept up to date.
- Ensure the work vehicle is kept clean and adequately stocked with tools and parts.
- Take a proactive approach to Health and Safety at all times; maintain and use appropriate PPE.

## KEY DUTIES AND RESPONSIBILITIES:

1	Carry out on-site servicing of Walter high pressure mixer washout systems. Generate servicing report and obtain customer sign off. Home-based but working away from home, with overnight stays on a regular basis.
2	Carry out pre-installation site surveys. Install and commission Walter equipment, completing the necessary paperwork to the required standard.
3	Provide breakdown and technical support and troubleshoot to optimise the performance of the equipment.
4	Form strong new customer relationships and build on existing ones to grow sales of Capital equipment, servicing and spare parts. Work closely with the Project Engineering Manager to ensure that existing customers are committed to regular servicing. Use the department's range of AQ's to support all enquiries.
5	Liaise with selected sub-contractors when required to support installation works. Also to work alongside German engineers if and when they are required to visit the UK to support us.
6	Support the Once ConSpare principle by supplying information, including photographs where appropriate, eg shots of worn mixer parts or spillage from conveyors belts to help other departments in their sales efforts.
7	Provide data and photos for Walter case studies, social media updates and internal training, under the direction of the Project Engineering Manager.
8	Ensure all required qualifications, eg confined space training, working at height etc, are kept up to date.
9	Ensure the work vehicle is kept clean and adequately stocked with tools and parts.
10	Be proactive in following all appropriate Health and Safety systems for site working and day to day operations. Maintain and use appropriate PPE at all times.
11	Any other duties deemed reasonable as directed by the postholder's line manager.

I confirm that I have read, understood and agree with the content of my job description

Name .....

Signature ..... Date .....

## Person Specification

		ESSENTIAL	DESIRABLE
SKILLS/KNOWLEDGE	Highly competent, hands-on mechanical engineer, ideally from concrete background or similar.	✓	
	Comprehensive technical knowledge of Walter high pressure mixer washout systems.		✓
	Strong analytical and problem solving skills.	✓	
	Familiar with high pressure pumps..		✓
	Competent welder.	✓	
	Can carry out mechanical and electrical diagnostics. Comfortable checking continuity of electrical control systems.	✓	
	Commercially aware, able to recognise a sales opportunity. NOT ESSENTIAL		✓
EXPERIENCE REQUIRED	5+ years of hands-on mechanical engineering experience.	✓	
QUALIFICATIONS	Full licence (driving in the UK).	✓	
PERSONAL QUALITIES	Diligent in following all site-related Health and Safety procedures.	✓	
	Physically fit. Able to work in confined spaces.	✓	
	Customer-focused; good communicator.	✓	
	Self-motivated. Able to work on own initiative.	✓	
	Excellent time management and organisational skills; able to prioritise tasks effectively.	✓	
	Builds strong working relationships with clients and colleagues.	✓	
	Confident; calm under pressure.	✓	
	Comfortable with staying away from home overnight on a regular basis (weekend work is rare).	✓	