

JOB TITLE: First Call Operative (FCO) Emergency Metering Services (EMS)

REPORTS TO: First Line Manager (FLM) – Emergency Metering Services

PURPOSE

The purpose of the job is to contribute to a cost effective and customer focused service by carrying out work which includes that of a non-routine nature across the three district processes or in Area Supplies as an individual or as a team leader.

BACKGROUND

This generic approach is designed to operate within and compliment the Wales & West Utilities (WWU) visionary environment. It is dependent upon operational employees, administration and engineering staff working together with management in a status free, empowered business driven manner. The purpose of generic job descriptions is to remove the pre-existing demarcations and widen on a sensible basis the range of duties carried out in order to help WWU employees become competitively cost effective.

PRINCIPAL ACCOUNTABILITIES

The job holder will be required to fulfil Principal Accountabilities from those listed below which are appropriate to the activity to which he/she is assigned:-

1. Receive instructions and requests, plan and organise resources and make appropriate arrangements to ensure that work is carried out efficiently.
2. Lay, connect, disconnect, commission, decommission and maintain pipework, associated plant and equipment; this may involve non-routine work and/or appropriate specialist knowledge.
3. Undertake installation and maintenance work on pressure reduction installations, holders, compressor stations, heaters, pipework, valves, filters, meters and associated equipment; this may involve non-routine work and/or appropriate specialist knowledge.
4. Respond to emergencies, participate in standby and undertake testing, survey, detection and diagnostic work which may be of a non-routine nature, reporting results, ensuring safety and taking appropriate action in order to maintain the transportation system and associated equipment.
5. Undertake and ensure that excavation, backfill, reinstatement and repair work is carried out to the necessary standards, including the removal of surplus/waste material.

6. Provide appropriate training, advice, guidance and support to teams/individuals engaged in the operation and maintenance of the gas transportation system.
7. Provide advice, guidance and support for 3rd parties operating on or adjacent to the gas transportation system.
8. Assist in gathering information and preparing reports which may include participation in the preparation of technical information.
9. Progress ordering, purchase, receipt, inspection, storage, stock control, handling and issue of equipment, goods and materials in accordance with standards and procedures, to meet the needs of WWU's operations.
10. Work within and promote the philosophy of team working and development across all WWU activities to achieve business objectives and improve performance.

NATURE AND SCOPE

The job holder works in any Process within a WWU District or Area Supplies across the full range of WWU operational activities. They may work as a Team Leader or by his/herself carrying out operational or support activity. The job holder will carry out as an individual or as a team leader, activities involving non-routine work with some technical expertise required as well as some routine work. They will be trained to an appropriate standard to carry out the duties allocated and will receive direction from a Network Operations Manager or equivalent. On occasions he may receive guidance on a day to day basis from a WWU Technician. The job holder may well be an experienced practitioner in one aspect of the work, but, with appropriate training may also undertake work across a wider cross section of work.

Except when deployed in the Stores, the job holder will often be working outside and will therefore be subject to variable working conditions and some duties will involve significant physical activity.

In appropriate circumstances, subject to joint agreement, individuals who have not previously undertaken excavation work will be given suitable training in order to do so.

Emergency Services (first WWU attendance at public reported escapes and other related aspects) - in this area the job holder will participate in the provision of an emergency service which must be delivered in a safe, cost effective and efficient manner. Activities include classification and where appropriate deferment of gas escapes, testing, survey, detection and diagnostic work on the WWU network and in gas consumer's premises. In addition, a service is provided for the installation, maintenance, replacement and removal of meters. When employed on Emergency Services, the job holder may be required to carry out minor excavation work in unmade ground off the public highway in association with gas escapes.

Network Maintenance - in the transmission and distribution plant aspect of this area, the job holder will participate in the provision of the maintenance and modification of all plant and equipment associated with the transportation of gas, e.g. mains, services, pressure reduction equipment, gas conditioning units, storage, instrumentation, meters and compressor stations to maintain the system fit for purpose.

In the mains and service replacement, mains and service escapes and other related aspects of maintenance work the job holder will participate in the provision of excavation, pipelaying, pipejointing, connection, repair, etc., activities which are necessary to complete the work.

Network Development - in this area the job holder will participate in the provision of the delivery of site works requirements, e.g. excavation, pipelaying, pipe jointing, connection, repair, installing pressure reduction stations, meters, etc.

Across all the activities engaged in, the job holder will be responsible for operating and using mobile plant, mechanical lifting handling equipment, tools and other equipment properly and safely, ensuring they are correctly maintained and stored. He/she will also operate in accordance with safety codes, legal and Company standards, regulations and other Codes. Knowledge of relevant aspects of the New Roads and Street Works Act is necessary for those involved in excavation work. Working knowledge of regulations associated with the disposal of waste will be required.

Most job holders will need to carry out driving duties as part of their job. As appropriate, possession of a suitable licence is required.

The job holder must be able to communicate with fellow workers, WWU management, public officials, site managers and the general public in order to carry out work, deal with routine complaints and ensure that we satisfy our customers and the general public. Where appropriate, the job holder will use computerised systems for the updating and accessing of information, the appropriate survey and data collection work.

The job holder will make records/as laid drawings etc. of activities carried out and input to WWU systems as appropriate.

The job holder will preferably be qualified to NVQ Level 3 or equivalent and possess approximately 2 years experience.

In accordance with WWU's policy of personal development and in line with the needs of the business, opportunities will be offered so that the job holder can participate in a wider range of activities and responsibilities. To enable this, suitable and appropriate training will be provided to ensure that the necessary skills and abilities are encouraged and developed.

The job holder will discuss and agree with their manager stretching business performance targets and strive to achieve them, thereby contributing to the achievement of the overall business plan, fundamental business goals, strategic objectives and critical success factors of WWU. They will co-operate with immediate colleagues in the setting of and achieving of business

objectives. They will collaborate with all WWU employees as appropriate to help achieve WWU's business goals.

They will operate within the mission, values and beliefs of the WWU team working culture. These activities will involve individual and team empowerment, the development of new skills through a continuous learning process and generally to work within an atmosphere of openness and honesty.

Health, Safety and Environmental Obligations

The job holder shall conform with WWU Health, Safety and Environment policy and comply with employee responsibilities listed in the WWU Health, Safety and Environment Statement. He/she shall comply with health and safety legislation in the UK which requires employees to take all reasonable steps in carrying out work assigned to them and in particular to:

- ensure that the health and safety of themselves and others is not adversely affected by their actions or omissions.
- co-operate fully with management and employees to enable them to perform or comply with legislative duties placed upon them; this includes co-operating with the introduction of new systems and technologies designed to protect the health and safety of employees and the public.

WWU is committed to policies designed to protect the environment, meet its legal obligations and co-operate with the Environment Agency. Employees are required to co-operate with both management and other employees in implementing measures necessary to protect the environment.