



## Project Engineer

**Role Description:**

Project Engineers are the custodians of quality in our design team, whilst also providing technical expertise for our design and sales teams.

**Responsible to:** Design Manager

Our Project Engineers ensure that heating systems are designed to maximise performance and efficiency, through their technical expertise and attention to detail.

The role will also be required to manage projects through the design process in order to ensure that we understand the scope of projects and deliver solutions in line with our brand values, encouraging repeat business and recommendations through the delivery of excellent customer service.

Key Responsibilities	Activities
<b>Quality Control</b>	<ul style="list-style-type: none"> <li>• Ensure supplied materials accurately reflect those required for installation</li> <li>• Ensure manuals supplied with systems provide all of the required installation information</li> <li>• Quality check system designs to ensure they meet the company's standards</li> <li>• Identify customer requirements and advise of appropriate system specifications</li> </ul>
<b>Design &amp; Technical Expertise</b>	<ul style="list-style-type: none"> <li>• Advise estimating, sales and design teams of appropriate solutions to customer enquiries as and when required</li> <li>• Provide bespoke system solutions for complex projects as and when required</li> <li>• Develop bespoke heat pump mechanical and electrical design solutions</li> <li>• Advise customers of installation requirements throughout the design process</li> <li>• Be a technical point of contact for the team</li> <li>• Provide a link between the design team and our technical support functions</li> </ul>
<b>Contribution to Company Development</b>	<ul style="list-style-type: none"> <li>• Participate in team meetings by providing accurate and timely information as required</li> <li>• Input into continuous improvement of processes, policy and systems</li> <li>• Share feedback to improve company processes as and when possible</li> <li>• Contribute towards product development improvements through sharing of feedback and attending new product workshops when required</li> <li>• Actively participate in company training</li> </ul>

***Our Values:***

**Integrity** – Doing the right thing to make a difference.  
Focus on honesty and quality

**Diligence** – Taking care of every details to do things the right way.  
Focus on detail, accuracy and consistent effort

**Empowerment** – The freedom to challenge, innovate and improve.  
Focus on continuous improvement with enthusiasm

**Nurture** – caring for our customers and colleagues.  
Focus on relationships with genuine care

***Technical Skill & Knowledge******Essential:***

- Knowledge of heating system design and/or installation
- Project/account management experience
- Excellent levels of customer service
- Computer literacy, including knowledge of Microsoft Office
- Strong attention to detail
- Independent self-starter, able to work in a cross-functional team environment

***Preferred, but not essential:***

- AutoCAD or equivalent knowledge
- Experience within a quality control environment
- Technical knowledge of renewable technologies (particularly heat pumps and solar thermal)