

Job Title	Water Hygiene Technician
Reporting to	Technical Specialist
Salary Band	Band 1 - Engineer
Date Written	10th Sept 2026
Job Code	CESWATER4

Purpose of job

Working across our wide geography and demographic to ensure we provide exceptional delivery of all water hygiene and water treatment programmes.

Working within a small team in a new business to provide excellent customer service, while ensuring all work is carried out to the highest standard, meeting regulatory, legislative and best practice requirements.

Key duties and responsibilities

- Undertake safe water treatment works on time to the highest standard possible.
- Provide excellent customer service and support to the business, always representing the company in a positive and professional manner.
- Liaise with clients and colleagues, as appropriate, to ensure all relevant individuals are aware of progress and action taken.
- Carry out all aspects of water hygiene and treatment works, including but not limited to:
 - Water sampling
 - Water temperatures
 - Shower cleans and descales
 - Tank cleans, inspections and disinfections
 - TMV Servicing
 - Water Softener installs and servicing
 - Closed system analytical testing, sampling and remedial works
 - Plant and equipment installations
 - Calorifier inspections
 - Chlorinations and Disinfections
 - Chemical Dosing System checks and servicing
- Provide accurate and detailed reports of work complete, using electronic forms and promptly submitting for processing.

- Ensure all works comply with the relevant legislation, policies and procedures. To include appropriate use of equipment and PPE.
- To maintain the company vehicle in good condition, carry out regular vehicle safety checks, reporting any defects promptly to managers.
- All other duties commensurate to the role.

Knowledge, skills and experience required

- At least 2 years' experience in the Water Treatment industry.
- Knowledge of ACoP L8, HSG274, HTM04:01, DWI Private Water Systems, water regulations, and all relevant British Standards.
- Experience processing electronic paperwork.
- Effective interpersonal skills, including teamwork and communication skills with the ability to build trusted relationships with colleagues and clients.
- Experience with problem solving and trend analysis to spot issues early and use initiative to work independently without close supervision.
- Positive, can-do attitude with ability to think on feet to find solutions, always looking to improve current processes and working practices.
- Deliver excellent customer service with ability to maintain professionalism.
- Ability to safely undertake the physical requirements of the role, including manual handling, lifting materials and equipment, climbing ladders, and accessing tanks and confined spaces.
- Full, clean driving licence and ability to travel in a timely and safe manner to sites across our geography.