

CBN+ Engineer

Job title:	CBN+ Engineer
Function:	<p>To carry out installations, servicing and maintenance of Tower brand commercial laundry and warewash chemical dosing products on Cruise ships.</p> <p>Working alongside onboarding project manager and internal and external engineers to implement within agreed timescales</p>
Lines of Communication:	<ul style="list-style-type: none">• Upwards – Head of CBN+, Head of Product Delivery, Project Managers• Laterally – Engineers, Onboarding Project Managers, Divisional Managing Director, Cruise team
Location:	<p>Flexible base.</p> <p>75% of time located on a Cruise ship. Remaining time at office, warehouse, UK and international shipping ports.</p> <p>Working on cruise ships in an offshore location for long periods (2-4 weeks typically) with time back in lieu.</p>
Hours of work:	40 hours per week (standard but flexible as required)

Duties & Responsibilities

- Work safely at all times and adhere to Company and customers health and safety requirements
- Conduct safety checks on all machines
- This is a field-based role involving working in confined spaces, on capital equipment, sometimes at unsocial hours and often traveling globally.
- Working on your own and within a team of employees and contractors, in a cruise ship environment, utilising electrical and plumbing skills to
 - Safely remove equipment at end of life
 - Install mechanical and electrical equipment utilised for dosing cleaning chemicals
 - Develop and improve work instructions and method statements,
 - Problem solving in situ - connecting modern equipment to aging assets and ships for power, water and dosing
 - Service, maintain, diagnose and repair installed equipment

- Work at Head Office depot to prepare and manage inventory - equipment, accessories and consumables used for installation and maintenance.
- Providing technical support and training to end-users where required.
- Diagnosing faults and carrying out timely, effective repairs.
- Completing service documentation and reports accurately and promptly.
- Maintaining strong customer relationships through professional conduct and excellent service.
- Working with chemicals / detergents / janitorial product range.

Working with other engineers to:

- Install chemical products
- Inventory management
- Maintenance
- Preparation schedule of works
- Reporting on installations
- Ongoing maintenance reporting
- Point of contact for issues and service issues
- Other ad hoc projects (new products introduced by Tower)

Qualifications / Experience:

- Qualified to City & Guilds 17th Edition Electrical installation or similar
- Proven experience in field-based or hands-on engineering role
- Experience working with 3 phase equipment is essential
- Previous experience in a similar role is advantageous
 - Commercial Laundry or Commercial warewashers
 - Tunnel wash, OPL dosing systems
- Plumbing experience is an advantage
- Proficiency in relevant engineering software and tools

Skills & Personal Attributes:

- Highly organised and able to multitask and prioritise
- Able to work flexible hours and stay away from home for long periods (2-4 weeks)
- Excellent diagnostic and problem-solving abilities
- Act as an ambassador between the Company and our customers
- Comfortable interacting with customers at all levels from Kitchen Porter to General Manager or Captain
- Professional demeanour 24/7 while onboard
- Ability to work independently and make decisions with minimal supervision
- Self-starter/proactive with a 'can-do' attitude
- Attention to detail with high standard of performance
- Possesses high standard of integrity
- Values collaboration and team building

- Displays critical thinking skills with creative approach to issue resolution and problem solving
- Upholds strong communication abilities at all levels
- Demonstrates common sense and good judgement in pressured situations
- Ability to drive is preferred as ships can be located UK wide as well as globally
- Whilst not an on call role, itineraries can change at short notice so may be asked to travel globally
- Be a natural fixer and problem solver.
- Be a self-motivated individual willing to work independently or as part of a team, have good communication skills.
- Possess excellent organisational skills, be resourceful and solution driven.
- Work to a good standard of accuracy and show attention to detail, within the flexible timescales required.
- Strong analytical and problem-solving skills
- Excellent communication and teamwork abilities

Business Focus

Meeting business needs:	Provide support to the Project Manager and wider teams functions ensuring safety, quality and delivery performance are the key drivers
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People Focus

Managing relationships:	Build and maintain prosperous relationships with employees, internal/external clients and service providers
Developing people:	Promote a culture of continuous improvement and self-development

Personal Focus

Self-Control:	Perform effectively and act with the upmost professionalism at all times, remain calm even the most challenging of circumstances
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Change Focus

Adaptability:	Responds positively to the changing needs of the business and its clients by adapting behaviour to maintain effective performance.
Innovation:	Encourage new ideas and support implementation

Analytical Focus

Forward Planning:	Prepare plans, anticipate possible demands and outcomes, and prioritise appropriately.
Decision Making	Make timely and balanced decisions based on available information and experience, seeks support from peers and senior staff members.

Quality Focus

Initiative:	Identify areas of opportunity ensuring the necessary corrective action is taken before problems arise
Integrity:	Promote team values, demonstrate the highest level of respect, humility, honest and integrity and all times

Last updated: July 2025