



Case Study:

Mark Acres

Contracts Manager

Contracts Manager, Mark Acres, is based in the South, looking after one of our most prestigious accounts. Just about to celebrated his 20th year with us, he tells us about his experience working for JCW and how he progressed from an apprentice to the position he has recently been promoted to, through his own hard work and support from the company.

How did you hear about the original apprenticeship with the company?

A friend of mine worked for JCW and put me in contact with the Area Supervisor at the time. The company had recently expanded in the South and were looking for apprentices to fill positions within the HVAC Maintenance department.

Why did you choose the company?

As the company had been recommended, I already knew that they were a good organisation to work for with a growing local presence.

How has the apprenticeship helped you?

When I left school, I didn't know what I wanted to do, I knew I wouldn't suit a desk job and was looking for something where I could use my hands.

The apprenticeship gave me a career focus and solid introduction into the industry. I joined the company in 2000 who supported me with my studies, and I gained my City & Guilds NVQ Level 2 in Refrigeration and Air Conditioning in 2005.

Over time I have received in house and manufacturing training which keeps me up to date with practice, technology, health and safety and enabled me to conduct my job effectively and safely.

Now that I have been promoted to Contracts Manager, I am just beginning my learning curve for this new position which is entirely different to being an engineer. I now need to concentrate on refining my people skills to help continue to build a solid relationship with my client and my team.

What do you enjoy most about your job?

I really enjoy the variation that the job brings. No one day is the same, each has a different challenge and problem to solve.

I have a lot to learn as a new Manager and right now I want to enhance my skills by learning new systems and about new technology. It is important to ensure that my engineering skills are kept up to date and that I have the knowledge to coach and support my team.

Where do you see yourself in 5 years?

I was asked this same questions 5 years ago. Then, I said I would like to be given more responsibility with a more senior role where I can control my own area and have a designated group of engineers who I can support and coach. This is exactly what I have achieved in this time frame.

For the next 5 years, with training and the support of the company, I want to focus my efforts on being the best at what I do and provide my client with the continued high-quality service they expect.

Would you recommend JCW and why?

I would recommend JCW because here you are not just a number, you are treated as an individual whose opinion does count. The work is interesting, we have a friendly team working together in a supportive environment and there is always the opportunity to progress and achieve your own, personal work goals.



Key facts about JCW Energy Services:

JCW operate out of 6 offices throughout the UK

JCW employ over 250 staff

JCW maintain over 10,000 customer sites

JCW attend to over 85,000 jobs per year

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We nurture enthusiasm

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