What made you choose this career path?
Whilst at school my interests lay within engineering, science and technology. Upon finishing school, an engineering apprenticeship felt like the natural next step.

What do you enjoy most about your job?
The range of the tasks I carry out and am involved in, as well as the variety of people I deal with, particularly those working for Royal Mail. Together, this means that no two days are the same!

What is the greatest challenge you face in your job?
Striving to achieve consistency and compliance against all of our Key Performance Indicators 24/7, 365 days a year.

Please describe a typical working day:
I am the Maintenance Team Leader in one of Royal Mail’s largest mail centres. I am responsible for ensuring that the team adheres to the maintenance work plan and I am the central point of contact for all engineering and automation issues within the mail centre.

At the start of each day I analyse the previous day’s performance across our machine types and interrogate the local and national shift reports to keep myself up-to-date with any on-going issues, be they technical or logistic. I deal with any technical issues as they arise within the mail centre, which vary between corrective and planned preventative maintenance tasks.

At the moment I am also working on a national project to influence future planned preventative tasks across all machine types within the business. This national project also covers how we manage our assets, through an asset maintenance management system.

What is your greatest professional achievement to date?
It has to be achieving my BSc with distinction. I funded the degree myself and studied for it in my own time whilst working as a member of a shift team on 24 hour rotations.

What attracted you to gain professional registration as an EngTech?
I wanted my knowledge and competence to be recognised against an internationally recognised standard.

How has gaining EngTech helped with your career?
Gaining EngTech status has given me the confidence to focus on the next goal within my career; gaining IEng status.

What advice would you give someone considering professional registration as an EngTech?
For engineers and technicians with a certain level of education and experience it is a very simple and straightforward process to achieve professional registration as an EngTech, so you should go for it.

How does your employer benefit from you being professionally registered as an EngTech?
Royal Mail benefits from supporting and encouraging the personal professional development of its engineers and technicians as it provides motivation to individuals to succeed in their careers and sometimes unearths hidden talents within the workforce. Therefore Royal Mail encourages its entire engineering staff, from front-line engineers and technicians to senior managers, to become professionally registered with the Engineering Council.

Where do you see yourself in five years’ time?
I am hoping to diversify my experience within engineering, either by working on different projects, or by moving into leadership or training. However, I aim to stay hands on and at the centre of Royal Mail Engineering in the future.

What do you enjoy doing in your spare time?
Both playing and watching football.

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**Education and qualifications:**
- HNC in Electrical/Electronic Engineering at North Glasgow College
- BSc in Computer Networking at University of the West of Scotland

**Which institution are you a member of?**
- Institution of Engineering and Technology (IET)

**Grade of membership:**
- MIET

**Job title:**
- Automation Maintenance Engineer

**Employer:**
- Royal Mail

**Length in current job:**
- 17 years