

Job Description:

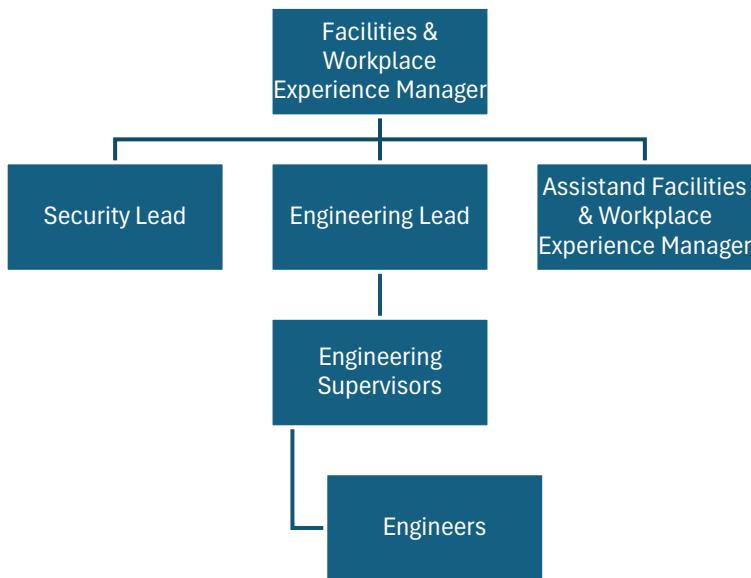
Engineering Supervisor

Function:	Universities
Job:	Engineering Supervisor (Residencies)
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Engineering Lead
Additional reporting line to:	
Position location:	Campus based (Greenwich) but flexible to cover other campuses as and when required.

1. Purpose of the Job – State concisely the aim of the job.

- To lead a diverse team to provide a proactive high-quality Hard FM service across the campus, including student accommodation (if applicable) and the academic estate.
- To deliver exemplar Hard FM Services that comply with legislation, regulations and relevant codes of practice and contract SLA and KPI's.
- Role model Sodexo managerial behaviours, be highly flexible in your approach to ensure that Sodexo's services are delivered in line with the university's values and vision. The primary role will be to head up the student residential M&E team and to be an essential part of the hard services function who will supervise their team of engineers to ensure the best possible service is delivered to the University.
- To oversee the safe operation of all M&E building services and fabric work activity at client locations as required in the scope of work whether delivered in-house or via contracted services.
- The individual will require extensive knowledge and experience of building services systems and will be able to undertake and manage planned and reactive repairs works and lead the site team professionally with a high level of technical ability.
- Co-ordinate labour (direct and subcontract) to ensure delivery of the service in conjunction with the Command Centre (Helpdesk Function)
- To work closely with the Engineering Lead, and wider engineering team to ensure the provision of an efficient and responsive reactive maintenance service during operating hours of the site via the CAFM system.
- Undertake routine and ad-hoc audits of both planned and reactive works to ensure high standard of compliance and quality is delivered.

2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Lead and motivate a team of engineers, handyman and compliance operative to ensure they are working to clear objectives and to a clear strategy.
- Control the deployment of labour and the consumption of materials and consumables.
- Deliver high quality, timely, responsive, cost-effective, and pro-active services that meets the needs of our service users and ensure Periodic PPM Schedules are up to date and completed.
- Seek to raise standards, improve service quality and develop innovative service solutions, by close performance measurement of all people within your team.

4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Provide a technical and professional maintenance service.
- Ensure site Hard FM folders are being filled in correctly by subcontractors and the Sodexo engineering teams and kept compliant.
- Supervise employees within a service environment and maximise the performance of the team.
- There is a requirement for this role to work over the student check-in and check-out weekends, these weekends involve leading the team to ensure room repairs are completed in a timely manner and to enhance the overall students experience of departing or arriving in halls. These weekends are typically in June and September. Other weekend working may also be required for essential maintenance e.g. black building tests.
- A key part of the role is to become the AP for site dependant on discipline, for example if electrically qualified then the expectation is for the post holder to become the appointed person for site, full training will be provided for this responsibility and competency.
- Undertake training and development in appropriate disciplines as instructed by your manager, identify training needs of your direct reports, assist with the induction of new team members and to be involved in the recruitment process if vacancies arise within the team.
- Initiating appropriate actions to ensure agreed performance standards are maintained including if necessary, producing and implementing service improvement plans.

- Maintain formal and informal communications with Sodexo Service Delivery Manager/ Helpdesk Team / Client staff members related to service levels and issues.
- Remain flexible with the ability to work under pressure whilst looking for continual improvements to service delivery.
- Responsible for ordering of parts and materials.
- Booking in of sub-contractors and quality checking of their works upon completion.
- Time management of the residency's engineers including annual leave booking, overtime approvals, sickness monitoring along with their conducting their appraisals and career development objectives.
- Fully aware of relevant Health and Safety and general legislative matters.
- Responsibility for ensuring compliance with all relevant Health and Safety legislation and site-specific health, safety and welfare policies, including but not limited to Safe systems of Working and Accident reporting.
- All accidents and unsafe situations must be reported immediately, and accidents recorded in accordance with Sodexo and client process.
- Any other ad-hoc duties as required within the scope of the role.

5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Ensure all engineering systems (mechanical, electrical, plumbing, HVAC, etc.) across student accommodation buildings are fully operational, legally compliant, and maintained to a standard that guarantees safety, comfort, and wellbeing of residents.
- Deliver optimum performance of building assets through planned preventative maintenance, reactive repair oversight, and contribution to long-term lifecycle planning, maximising asset life while controlling costs.
- Provide a high-quality engineering service that supports a positive student living experience, evidenced by minimal disruption, timely resolution of issues, and consistently high satisfaction levels.
- Lead, develop, and coordinate the engineering team and contractors to achieve service delivery targets, ensuring works are completed safely, efficiently, and to required quality standards.
- Drive energy efficiency and sustainability improvements within student accommodation, supporting the organisation's carbon reduction and cost efficiency objectives.

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- IOSH Managing Safety or willingness to undertake
- HND or NVQ or equivalent in a relevant subject
- A minimum of 3 years practical experience in building services and plant engineering with formal qualifications and relevant experience within a defined discipline, e.g. electrical, mechanical or similar.
- Previous appointment as Authorised Person for one or more of the following disciplines, LV, Mechanical Services, Confined Spaces, Boiler and Pressure Systems or similar. Or willingness to undertake training.
- Experience or Understanding of the requirements when working around Grade 1 & 2 Listed and World Heritage Listed properties, buildings and environments – desirable
- Excellent communications both written and verbal.
- Numerate and computer literate.
- Previous experience of managing a team of engineers
- The individual will require a high level of knowledge of building services systems and lead the site team from a technical perspective with a high level of technical ability.
- Excellent communication, verbal and written skills

- Minimum 2 years' experience working within a TFM / IFM environment.
- Confident in using Microsoft office suite.
- Experienced in compiling performance reports and competent in presenting to management.
- Experience of using time management and payroll applications, including resource planning
- Extensive experience of hard services and associated regulations
- Have a good understanding of risk assessments and safe systems of work.
- Experience of preparing for internal and external FM audits
- Confident at building client and stakeholder relationships

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Employee Engagement
<input type="checkbox"/> Learning and Development	<input type="checkbox"/> HR Service Delivery

8. Management Approval – To be completed by document owner

Version	4	Date	24/09/25
Document Owner			
Managers Signature:			
Date:			
Employee Name:			
Employee Signature:			
Date:			