

# Job Description: Engineering Lead

Function:	Universities
Job:	Engineering Lead
Position:	Engineering Lead
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Facilities and Workplace Experience Manager
Additional reporting line to:	N/A
Position location:	Campus based (Avery Hill) 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.

## 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.

- Lead the Hard Services team to ensure the safe operation and repair of all M&E building services at client locations as required in the scope of work.
- Ensure the highest standards of statutory compliance, logbooks are kept up to date, CAFM is utilised to evidence PPM completions and any remedial actions are logged.
- Undertake the role of deputy responsible person for hard services activity “a competent person or persons to take day-to-day responsibility for controlling any identified risk (water, electrical, F Gas etc.)
- Work with the Facilities and Workplace Experience Manager and team to ensure that the campus reactive work orders and PPMs are completed in a timely and safe manner, mitigating any KPI penalties.
- Manage the controlled issue of hard services materials, consumables, and equipment.
- Develop relationships with core suppliers and Sodexo support functions to improve and develop service delivery.
- Undertake routine and ad-hoc audits of both planned and reactive works to ensure high standard of compliance and quality is delivered.
- Ensure the campus is audit ready at all times. Work closely with internal and external auditors.
- Monitor site performance of sub-contractors and make recommendations for sub-contractor nominations.
- Responsible for the operation of the Sodexo Safe System of Work System is followed and implemented with the clients Permit to Work system.
- Responsible for the upkeep, monitoring, assessment and reviewing of Risk Assessments and Safe Systems of Work in conjunction with the F&WE Manager, H&S Manager and Head of Compliance.
- Line management responsibility for the campus engineers carrying out employee Appraisals/ Performance Reviews including the identification of training and development needs and HR responsibility.
- Co-ordinate labour (direct and subcontract) to ensure delivery of the Service in conjunction with the Service Desk
- Proactively manage the team, to include absence management, and under performance ensuring that all HR processes are followed in line with Company Policy and procedures.
- Carry out weekly huddles and monthly team meetings to discuss business and contract updates, H&S, Service Delivery issues, KPI data, client feedback and have open discussions.
- Accurately managing employee payroll via Kronos and UDC, updating the system with exceptions and staff absences.
- Develop and implement a training program for the teams under your management in-line with personal development plans and business needs.
- Use reward and recognition tools to improve and maintain the engagement or the employee workforce.
- Manage a fair and compliant recruitment process to ensure that vacancies are filled in a timely manner.
- Induct employees fully and manage the probation review process with all employees.

- Maintain effective, meaningful, positive, & clear communication with management, clients and stakeholders.
- Review available data from activity reports, benchmarks etc. to develop and implement service improvements.
- Develop local processes and procedures to improve service delivery and manage the implementation of these.

**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.

**Leadership and people**

The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager.

**Risk, governance and compliance.**

The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area.

**Relationship management client and team**

The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

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

- 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.
- Will hold a recognised trade, electrical, mechanical, plumbing.
- Minimum 2 years management experience of a diverse workforce
- Leads by example
- 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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Brand Notoriety	■ Employee Engagement
■ Learning and Development	■ HR Service Delivery

**8. Management Approval** – To be completed by document owner

Version	3	Date	31/07/2024
Document Owner	Fiona Stewart		
Managers Signature:			
Date:			
Employee Name:			
Employee Signature:			
Date:			