Job Description: Multi-Skilled Tech<u>nician</u>



Function:	Government UK & Ireland, Agencies & Property Professional Services	
Position:	Multi Skilled Technician	
Position holder:		
Date (in post since):		
Immediate manager (N+1 Job title and name):	Hard FM Team Leader	
Additional reporting line to:	Soft and Hard FM Lead	
Position location:	HMRC / DEFRA – Sevington, Kent	

1. Purpose of the Job

To carry out or oversee the repair, maintenance or installation of all plant, equipment, systems and building structure/fabric associated with the site, in line with best practice, statutory compliance and service level agreements as detailed in the project's FM Service Contract.

The post holder is required to have significant core experience and qualifications working on various types of Electrical and HVAC associated systems.

The post holder will be required to undertake the role within a day/night shift pattern (to be agreed)

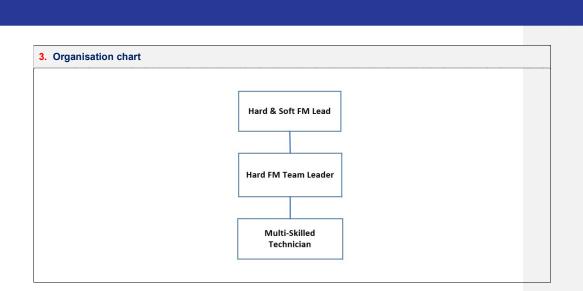
Commented [CS1]: Is this the correct name - what does it atom for?

Commented [MT2R1]: shall I change to Hard Facilities Engineer or get rid of HARD?

Commented [CS3R1]: Just wanted to understand what PFI stood for?

Commented [MT4R1]: I asked Sarah she said take it outwhich ii will.

2. Dimensions EBIT growth: Outsou Region tbc rcing n/a Workfo tbc EBIT margin: tbc Reven rate: rce Growth €tbc Net income ue FY13: n/a Outsou tbc type: HR in growth: rcing tbc n/a growth Region Cash conversion: tbc rate: Pass all internal and external audits. Company and legislative compliance. Achieve budget and HMRC/DEFRA KPIs. Characteristics Completion of Team Briefs, employee appraisals and actions to improve employee engagement levels.



. Context and main issues	
 Maintain high levels of communication with key site representatives Questioning the 'norm' looking at new opportunities to enhance service delivery and improve internal/external client satisfaction Ensure all installations, repairs and maintenance meet the requirements of the appropriate codes of practice. To work with contract operational and administrative staff to ensure HVAC tasks are completed and reported effectively. 	Commented [CS5]: Can we re-word this one? Challenge with humility or Challenge opportunities?
. Main assignments	_
The post holder must have a multi-skilled approach to a wide range of tasks of other trades outside your core	Commented (CS5): Taske?
trade skills and be able to undertake work safely and effectively, complying with all relevant safety legislation and	
procedures and complying with Sodexo Health and Safety Procedures on all works undertaken.	-
The multi-skilled approach will require a crossover beyond that of Electrical/Mechanical into the areas of general	
building repairs.	·
The ability to organise and prioritise own workload, where required, to work with minimal supervision and also car	
work successfully as part of a team.	1
To offer flexible support for other multi-skilled engineers in cases of annual leave, sickness and vacancies.	
At all times carry company communication devices (Mobile phone) to facilitate immediate response to	Commonted [CC7]: We need to slatify an abiti and an coll
emergencies during core hours.	Commented [CS7]: We need to clarify on-shift and on-call we shouldn't require this outside of working hours unless an
Communicate with colleagues, Clients, and their representatives in a polite and courteous manner at all times to	additional allowance will be paid
ensure a high level of customer care. Keep service delivery managers up to date, at all times, with engineering	
and building issues that may affect their service delivery. Review the stores and identify critical and regularly used items, which should be held as 'standard stock items' in	
the future.	
To take direction and receipt of planned or reactive workloads from the Facilities Managers or Command Centre	•
for completion.	
To use Maximo system for reactive & PPM tasks	
ECHNICAL	
To undertake the day-to-day operation, planned maintenance, fault finding and repair, periodic inspections and	1
testing of the complete spectrum of services found in a building services environment to include -	
LV Sub Station Distribution and associated Electrical Systems	
• HVAC systems	
 HVAC systems Water Systems and Distribution 	

- o Building Management Systems (BMS)
- Lifts
- o Boiler Controls and associated equipment\services
- o Fire Alarm Systems
- To interpret technical schematics and drawings and utilise this information to perform planned preventative maintenance, rectification of faults and installation of new equipment.
- Work to deadlines to ensure plant down time is kept to minimum and key performance indicators (KPI's) are achieved.
- To ensure that planned preventative maintenance (PPM's) and associated work is implemented efficiently to specified requirements and provide assistance with improving these requirements on a continuous basis.
- To clearly identify and record concise details of test results and actions taken when rectifying break-downs and further action required to eliminate or minimise future problems. Ensuring that these records are kept up to date at all times.
- To communicate all necessary information regarding breakdown problems, alteration to planned preventative maintenance and technical information acquired i.e. training courses attended or technical bulletins to their colleagues.
- To liaise and work with Specialist Contractors as requested and co-ordinate their workload.
- To take delegated lead responsibility (this could be at Authorised, Responsible or Competent Person (CP) level) for specific plant and/or systems to ensure they operate safely, effectively and efficiently, as delegated by FM Management.
- Undertake surveys of engineering plant and services as directed.
- To reflect a flexible and professional approach to their responsibilities and provide an active input to updating
 procedures to improve efficiency of site plant and machinery. Take a proactive role in introducing improved,
 more constructive methods of working.

EDUCATION AND LEARNING

- To undertake training as required enabling them to perform their duties competently and to keep up-to-date with new developments and technology.
- Provide training, technical advice and support to trainees and other departments within Sodexo.
- To provide the necessary support to enable apprentices to be instructed in all aspects of engineering and building services.
- Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, supervision, action own learning requirement and maintaining a professional/personal portfolio of learning

HEALTH & SAFETY:

- To ensure all relevant Health and Safety, COSHH and Permit to Work Regulations are adhered to at all times
- Report any deficiency in Health and Safety systems or documentation to own Line Manager or Manager of area concerned.
- To attend Occupational Health for health surveillance, vaccinations, following accidents and for monitoring as laid down by Sodexo Policy.
- Co-operate with and attend training provided for health and safety purposes.

 Actively report all incidents and 'near misses' in accordance with Sodexo policies and procedures. 	
OTHER DUTIES	Commented [CS8]: This has been mentioned above?
 To maintain up-to-date skills and knowledge and keep up an awareness of service issues 	
 To adhere to Sodexo standards of behaviour and expected performance. 	
• To value diversity and promote equality ensuring that individuals are treated fairly and respected for	their
contribution in terms of experience, knowledge, and skills.	
General Responsibilities:	
Any other duties, which may be requested by the FM Managers, to facilitate the smooth running of the departm	ent.

6. Accountabilities

- Be an essential part of the FM team to ensure the safe operation of all plant and equipment on the site.
- The effective delivery of the Planned Preventative Maintenance Service.
- Assist in the provision of a reactive maintenance service during normal operating hours of the site.
 Assist in the provision of an emergency reactive maintenance service outside operating hours of the site

Commented [CS9]: Repeat of above - not sure we need this

7. Person Specification

Essential

- Qualification in or Knowledge of Mechanical & Electrical Building Services
- Experienced Engineer with relevant post experience in a similar environment
- Able to diagnose faults and put forward and complete appropriate rectification measures
- Able to establish necessary parts/plant/materials necessary for completion of tasks
- Ability to Multi-task across mechanical, electrical and building discipline's at a basic level
- Experience of working within a Building Maintenance Organisation
- A good understanding of the interrelationship between assets and their maintenance and lifecycle requirements.
- Flexibility with shift rotations and on-call schedules
- Able to represent Sodexo both internally and externally with clients
- Take part in out-of-hours duty roster/on call
- Pass the Baseline Personnel Security Standard vetting which includes DBS certification
- Hold a valid UK driving license

Desirable

- Additional qualifications and experience in other building-related trades would be advantageous
- Asbestos Awareness
 CSCS Certificate
- Educated to HNC/HND or equivalent experience in an Engineering or Building discipline.
- Understanding of Statutory and Technical requirements for the operation and maintenance of plant and engineering services

8. Competencies

Client & Customer Satisfaction / Quality of Services provided.	Leadership & People Management
Rigorous management of results	Innovation and Change
Business Consulting	Commercial Awareness
Brand Notoriety	Learning & Development
Employee Engagement	

9. Management Approval					
Version	1.0	Date	27.02.2024		
Document Owner	Sarah Farbrace, S	ean Chapman			

10. Employee Approval						
Employee Name		Date				