

# Job Description:



Function:	Student Living
Position:	Head of Technical Operations
Job holder:	TBC
Date (in job since):	TBC
Immediate manager	Contract Director
Additional reporting line to:	
Position location:	Northumbria University – Student Accommodation – Newcastle / Gateshead

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

Reporting to the Contract Director you will play an instrumental role in the technical services delivery of the multi-activity student accommodation contract providing integrated FM and commercial services with a turnover over in excess of £2 million.

The role will be responsible for day to day technical operations of the contract, supporting the Contract Director on the overall achievement of client, people, quality, legislative and process related business objectives.

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

- To deliver a high quality customer journey to all stakeholders through the provision of an excellent technical support service, ensuring all building systems are available and safe for use at all times.
- To support our client in delivering sector leading accommodation services, and to support in growing and developing the reputation of Northumbria University locally and globally
- To support the wider Sodexo team locally, regionally and nationally as required in line with our corporate values of Service Spirit, Team Spirit and Spirit of Progress
- To deliver a compliant, safe and industry leading technical service for our customer, client and colleagues

## 2. 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.

- Sodexo are responsible for delivering services on-site 24/7, 365 days a year, and staff will be required to support this within the realms of their roles
- Staff will be required to undertake training in the governments PREVENT programme and training will also be provided on how to identify students who are vulnerable and may require support from the University's Student Support and Wellbeing
- Ensure that the Technical Service provision is delivered in a courteous, customer focused and professional manner, maximising the customer journey experience.
- Provide an exception Technical Service operation for all colleagues, customer and clients ensuring 100% compliance and contractual performance

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

- Management of Statutory/Mandatory planned and reactive maintenance
- Management of Maximo CAFM System and Maximo Wando
- Management and development of the technical team
- Management of Sub Contractors
- Support the Sodexo Management team by ensuring that the service provides a high level of stakeholder satisfaction
- Contribute to the development of a collaborative and inclusive culture, by sharing information and best practice with others
- Work cooperatively and maintain effective relationships with others, both internally and externally to Sodexo, as appropriate to own area of responsibility.
- To assist with the logistics of the Technical Services provision, for example On-Call Rota's, Weekly progress reports, ensuring mileage and use of company vehicles is recorded.
- To assist with all aspects of Health and Safety compliance, assist with the preparation of Risk Assessments, COSHH Assessments, Safe Systems of Work,
- To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with industry best practice.
- Functional responsibility for day to day activities of the Technical Team, ensuring all team members are complying with all relevant statutory and non-statutory legislation/guidance and site specific health and safety and welfare policies.
- Ensure all team members are adhering to Sodexo and site policies on Time keeping, Uniform, Appearance and behavior
- Electrical and mechanical fault finding.
- Successful delivery of engineering maintenance on site.
- The safe testing, operation, and maintenance of all plant and equipment within contract locations. To diagnose, repair and operate plant on site.
- Maintenance of records in line with company procedures and maintenance of records library including maintenance of Integrated Management System. (Quality, Health and Safety, and Environmental obligations).
- To ensure that all areas in which work is undertaken are kept in a clean and tidy condition, to ensure minimum disruption to the building occupants, and a safe working environment.
- Undertake Authorised Person/ Competent Person role and responsibilities in relation to specific disciplines as appointed.
- Issue permits and closure of permits. Updating permit logs.
- Supervision of Water hygiene statutory maintenance tasks, such as: temperature reading, descaling, sampling and testing and associated tasks to comply with L8 ACoP.
- Operation and fault diagnosis using Building Management Systems (BMS).
- Accurate completion and population of all job sheets with relevant information.
- Building professional relationships with all stakeholders on the contract.
- To attend courses and toolbox talks where required.
- To liaise and co-operate with the visits of specialist sub-contractors and other visiting disciplines to ensure the continuing efficient operation of the plant without disruption to the occupants and to ensure sufficient adherence of health and safety.
- To provide instruction and to coach/mentor and guide other craftsmen and apprentices on maintenance and technical aspects of plant and equipment
- This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management
- To support the delivery of all projects on the contract ensuring the contract is conforming to CDM 2015 regulations.
- Support the wider business in the development of the Technical Services Framework and Universities Technical Forum ensuring we are sharing best practice across the wider business.

**4. 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.

- Support the Sodexo team to deliver innovations to improve service delivery
- Assist the Management team to promote a positive Health and safety culture across the site.
- Comply with both Sodexo's internal Standards and all statutory regulations relating to Safe Systems of Work, Health & Safety, fire, COSHH and CDM.
- Ensuring Contractual KPI and SLA Compliance.
- To deliver a consistent level of service, within Sodexo's standards, to the contract specification and agreed performance, qualitative and financial targets.

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

**Essential:**

- A recognised apprenticeship or HNC in Mechanical/Electrical Engineering discipline with a commitment to undergo continuing professional development.
- Skilled in 'hands on' maintenance, diagnosis and repair of a range of plant and equipment and capable of anticipating potential faults or problems which may occur within the full range of building services.
- Ability to prioritise own workload with minimal supervision and use of own initiative
- Ability to work quickly and calmly, especially under pressure and in emergency situations
- Excellent communication skills and an active listener
- Be a team worker with a flexible approach, to include the ability to request and offer support from other team members as required, including liaison with line manager
- Possess good communication skills, both verbal and written, including accurate spelling and grammar and the ability to give explanations clearly
- Experience of using databases, spread sheets and other computer based applications including Microsoft Office
- IOSH Working Safely or equivalent knowledge,(or a willingness to undertake and complete successfully within 3 months from commencement of employment)
- Ability to work effectively without close supervision and possess good organisational skills.
- A working knowledge of Health & Safety Legislation
- Knowledge of PPM maintenance systems (SFG20)
- Experienced in the safe use of hand tools, power tools and test equipment.
- The ability to communicate clearly at all levels within the organisation.
- Flexible – is willing to undertake a range of tasks and duties vital for the effective and successful running of the contract.
- Good at planning and organisation with the ability to manage to day to day workload of the team.
- Required to work across all of Northumbria University estate and other locations as and when required.

**Desirable**

- Innovative
- Enthusiastic
- Works well with others

**Qualities and Attitude**

- Confident, outgoing and presentable
- A Multi-Disciplined Engineer with a "can do" and "self-management" attitude.
- Enthusiastic and committed to Sodexo Objectives and Strategy.
- Personally motivated with initiative, flexibility, and innovation to continually develop skills

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

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Document Owner	Tom Martin		