

Job Description:



Function:	Technical Services – Northumbria University
Position:	Engineering Team Leader, Electrical/Mechanical/Multiskilled
Immediate manager (N+1 Job title and name):	Head of Technical Operations
Additional reporting line to:	N/A
Position location:	Unit Based – Various Sites across Newcastle upon Tyne and Gateshead. Provide support to other sites within segment nationally if required.

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 a sector leading service ensuring longevity of the installed assets with the absolute minimum of downtime to the building users/residents across the UNN estate, 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 them in growing and developing the reputation of Northumbria University locally and globally
- To ensure all accommodation and communal spaces are operating as designed in supporting the UNN student population to only achieve their study goals but to significantly excel.
- 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 lead a small diverse team to provide a proactive high-quality Hard FM service across the student accommodation portfolio
- 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 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. Context and main issues

- 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
- Sodexo are responsible for delivering services on-site 24/7, 365 days a year, and staff will be required to support this within the scope of their roles
- Act as the hands on account lead for all engineering services and building fabric repairs, recording findings using digital reporting tools (Maximo, Bolster)
- Utilise and update the CAFM tool (Maximo) with real time status of Reactive, Corrective and Planned maintenance so that the system can be accurate and functional. This will include identifying and documenting remedial actions, defects, and non-compliance issues.
- Keep the account Asset Register updated and accurate at all times with updates on condition, age and availability.
- With the guidance of the Head of Technical periodically review the forward maintenance plan against SFG20/30 for accuracy and efficiency, detailing any changes in Mandatory/Statutory requirements
- Work with a wide range of specialist suppliers, the post holder will need to be able to build effective relationships with key personnel in these organisations to ensure a high standard of service and to resolve issues as and when they arise. This will involve obtaining quotes and where necessary challenge them on cost and anticipated/projected timelines
- Ensure that the Technical Service provision is delivered in a courteous, customer focused and professional manner, maximising the customer journey experience.
- Work across internal and external stakeholders to provide a seamless approach to reactive, corrective and planned maintenance services in line with our students, client and colleagues expectations.
- Take part in the company call out rota, vehicle supplied, to support the overall service to the client

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

- Leading by example in this hands-on role, provide a technical and professional maintenance service.
- 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
- 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 Accommodation Managers/Asset Analyst / 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 the timely ordering of fast moving/critical parts and materials.
- Booking in/supervision of sub-contractors and quality checking of their works upon completion.

- Time management of their team 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.
- Liaise with peers and client stakeholders and residents to deliver a best in class and efficient service
- Ensure all work meets legal, regulatory, and accreditation standards
- Monitoring of Reactive Maintenance across the estate ensuring work order information is kept up to date.
- Send our regular updates to the engineering teams on performance in all Reactive, Corrective and Planned activity, sometimes daily and at least twice weekly to encourage overall compliance with the contractual SLAs and KPIs
- Escalation of potential Reactive, Corrective and Planned Maintenance issues to the Head of Technical Operations in a timely manner
- Support the planned maintenance service to ensure the contract maintains 100% compliance across Reactive, Corrective and Planned activity.
- Workorder re-assignment as required to internal/external contractors stakeholders via the CAFM system
- Contribute to the development of a collaborative and inclusive culture, by sharing information and best practice with others
- Ensure all Mandatory/Statutory service sheets are uploaded into Maximo to support/demonstrate compliance a weekly/monthly basis ensuring all correctives have been recorded on the system
- Work cooperatively and maintain effective relationships with others, both internally and externally to Sodexo, as appropriate to own area of responsibility.
- 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
- Provide end of month reports to the technical operations manager to enable accurate client reporting aligned to KPI's. Record all reactive work orders on Maximo from security reports and OOH jobs. Archive all work orders once complete.

- **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.

- 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
- Support the Sodexo team to deliver innovation and all contractual SLA's and KPIs to improve service delivery and always keep us in a state of full compliance
- Assist the Management team to promote a positive Health and safety culture across the site.
- 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:

- Time Served Electrical or Mechanical trade background with HND or NVQ Level 3 Qualification or equivalent in a relevant subject
- A minimum of 5 years practical experience in building services and plant engineering
- 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.
- Excellent communications both written and verbal.
- Numerate and computer literate.
- Previous experience of man 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 5 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.
- 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
- BM TRADA/City and Guilds/FIRAS accreditation, one as a minimum, further training can be arranged for the right candidate
- Must have experience of working with CAFM/CMMS/EAMS platforms such as Maximo to assist in delivering the best in class maintenance services for our client.
- Ensure all repairs are effected in the shortest time possible updated all repairs with the relevant evidence into Maximo
- Well organised and logical individual with the ability to prioritise own workload with minimal supervision and use of own initiative.
- Capable of staying on task to achieve desired/instructed outcome on all assigned priorities
- 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 and peers
- 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
- Ability to work effectively without close supervision and possess good organisational skills.
- Knowledge of PPM maintenance systems such as SFG 20/30
- The ability to communicate clearly at all levels within the organisation.
- Manage all repairs of building fabric related assets such as door/windows/stairs/handrails or similar
- Required to work across all of Northumbria University estate and other locations as and when required.
- Full UK driving licence is essential as is a willingness to take part of the company call out rota currently 1 in 4 paying £150 per week
- IOSH Managing Safety or willingness to undertake

Qualities and Attitude

- Punctual, confident, outgoing and presentable with a can-do attitude
- Enthusiastic and committed to Sodexo objectives and overall strategy.
- Personally motivated with initiative, flexibility, and innovation to continually develop skills

6. 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

7. Management Approval – To be completed by document owner

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Managers Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	