

Job Description:

Technical services Manager

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| Function: | Justice Services |
| Position:  | Technical Services Manager  |
| Job holder: | TBC |
| Date (in job since): | June 25 |
| Immediate manager (N+1 Job title and name): | Head of Facilities Management |
| Additional reporting line to: | Deputy Head of Facilities |
| Position location: | HMP Northumberland |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To deliver a high-quality professional Facilities Management service which supports the needs of the Director of HMP Northumberland in ensuring that the Prison remains secure, effective, and fit for purposeon a day to day basis and that statutory and contractual compliance is maintained.Reporting to the Head of Facilities Management at HMP Northumberland, the post holder will assist and deputise in the absence of the Head of FM providing the day-to-day operational delivery of Hard Services through in-house teams and specialist contractors. Technical FM will also assist in the reporting and delivery of all major Asset Life Cycle, Capital Expenditure and Business led projects (circa £1.5million per annum).To support the Head of Facilities Management in the delivery of strategic objectives and support staff  |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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Draft. Version: 27-03-2014

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| 3. 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. |
| Head of Facilities ManagementTechnical Facilities ManagerFM Maintenance Supervisor - FM Administrators – Maintenance Operatives |

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| **4. 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. |
| * To work alongside Deputy Head of FM to ensure all agreed Statutory Compliance, Planned Preventative Maintenance, Life Cycle, Capital Expenditure and FM led Business projects are delivered on time, to budget and to the agreed quality standard in accordance with Sodexo Justice Services and contractual requirements.
* Support the HMP ’s Head of Facilities Management in ensuring that:
* The Prison is kept in good structural and decorative order
* The external areas are safe and presentable
* All works and maintenance activities comply with current statutory legislation and Codes of Practice and that the Prison site and its buildings remain secure, effective, and fit for use.
* Compliance with ISOQAR 9001 and 14001 for Facilities Maintenance and Environmental Assurance is maintained.
* A sound system of internal control is maintained for Facilities Management annual OPEX and lifecycle budgets, ensuring the efficient and effective management of and proper accounting for delegated financial resources

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure safe working practices are implemented and take corrective actions where required.
* Report unsafe practices or conditions.
* Take an active interest in staff welfare, engagement, and development.
* Demonstrate a genuine interest in the rehabilitative aims of the Prison.
* Conduct a quality check of 10% of works undertaken by the team each month, implementing corrective actions as necessary and Recognising successes
* Oversee the CAFM system (Global Maximo) and that all PPM & Reactive maintenance is completed within the Statutory and Contractual agreements.
* Assist in the maintenance of accurate CAFM Maximo records of all preventative maintenance and repair work carried out by the team and report in detail any substandard or defective equipment.
* Attend meetings and actively participate positively to seek improvement of all aspects of FM service delivery and performance
* Provide accurate Maximo reports and contribute to reports within required timeframes using Microsoft Word, Microsoft Excel, and Microsoft PowerPoint.
* Manage email and telephone communications.
* Manage model office alongside Senior Admin (Online and paper based)
* Develop and maintain broad network of business relationships across all levels of the organisation
* Line management of the Maintenance team – carry out 1-2-1s, Mid & End of year reviews.
* Provide Technical support and overview of all aspects of building maintenance services
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| 6. 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. |
| * Promote staff engagement through 121s, Personal Development Reviews and Team Huddles with direct reports.
* Effectively contribute to achieving successful audit results.
* Promote a high level of Health and Safety
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7. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively |
| * Have experience of successfully managing people and services in a Total Facilities Management technical environment.
* Demonstrable leadership skills
* BIFM Level 4 qualification or equivalent
* Strong understanding of Building statutory Compliance around Management of Legionella – Fire safety – PUER and loler regulations
* A progressive, dynamic, and flexible approach to delivery of Technical Maintenance Services
* A proven track record of customer relationship, quality, project, and financial Management
* Trained in Health and Safety to IOSH Level II standard and has extensive knowledge of method statements, risk assessments, safe systems of work, building, electrical and mechanical regulations
* Possess IT literacy in Microsoft Excel, Microsoft Word, Microsoft PowerPoint, and Microsoft Outlook.
* Ability to grasp and use BMS, CAFM (Maximo) and other in-house software packages following appropriate internal training.
* Demonstrable experience of successfully managing complex technical operations within tight timeframes.
* Ability to work on own initiative
* Demonstrable interpersonal skills and the ability to work with colleagues at all levels.
* People management skills and the ability to communicate at all levels with excellent communication skills
* Strong knowledge of Industrial / commercial electrical repairs on HVAC, AHU, controls and BMS systems an advantage
* Experience working in a 24/365 operational environment an advantage (e.g. hospitals, universities, prisons, etc.)
* A dynamic and flexible approach to the delivery of objectives
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Focusing on the client and Customer |
| Continuous improvement |
| Promoting the brand values |
| Intellectual agility and eagerness to learn |
| Focus on health and safety  |
| Professional standards  |

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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | May 2025 |
| Document Owner | Gary Savage |

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