

# Job Description:

## Technical Officer Mechanical

|                                                |                                      |
|------------------------------------------------|--------------------------------------|
| Function:                                      | Government                           |
| Generic job:                                   |                                      |
| Position:                                      | Technical Officer Mechanical         |
| Job holder:                                    |                                      |
| Date (in job since):                           |                                      |
| Immediate manager<br>(N+1 Job title and name): | Technical Operations Manager         |
| Additional reporting line to:                  |                                      |
| Position location:                             | Colchester Garrison – Colchester PFI |

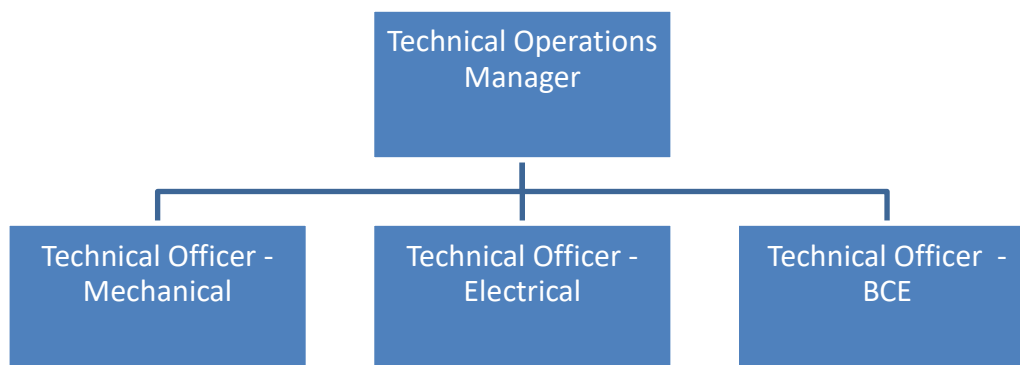
### 1. Purpose of the job

- Responsibilities as Gas safety manager, Authorised Person Petroleum, Mechanical & F Gas
- Responsible in supporting the delivery of planned and reactive maintenance within the mechanical discipline activity across the client site; on time, to budget and specification whilst limiting liabilities upon Sodexo in line with all statutory / non statutory requirements
- Delivering Planned maintenance for Insurance Inspections and completion of remedial works in line with all statutory and non-statutory requirements
- To ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained, and developed for assigned operational business area
- To act as department SME in the above areas
- To contribute to the growth of all services in order to meet client and commercial expectations whilst maintaining strict budgetary control within operational business area in line with client and Sodexo expectations.

### 2. Dimensions

|                                                                                                                                                             |      |                    |     |              |     |                   |  |     |                  |  |     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------|-----|--------------|-----|-------------------|--|-----|------------------|--|-----|
| Revenue FY13:                                                                                                                                               | €tbc | EBIT growth:       | tbc | Growth type: | n/a | Outsourcing rate: |  | n/a | Region Workforce |  | tbc |
|                                                                                                                                                             |      | EBIT margin:       | tbc |              |     |                   |  |     |                  |  |     |
|                                                                                                                                                             |      | Net income growth: | tbc |              |     |                   |  |     |                  |  |     |
|                                                                                                                                                             |      | Cash conversion:   | tbc |              |     |                   |  |     |                  |  |     |
| Characteristics <ul style="list-style-type: none"><li>▪ Maintain key stakeholder relationships on site including but not only RMPA, G4, CMT, MOD.</li></ul> |      |                    |     |              |     |                   |  |     |                  |  |     |

### 3. Organisation chart



#### 4. Context and main issues

- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Travel and overnight stay may be required to undertake training and other business requirements
- Unsociable hours in line with business requirements may be required
- Flexibility on work schedule and location maybe required
- Collaboration with all other site department managers to ensure the effective management of the site overall
- Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel where appropriate who work on site
- Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
- To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support and review of scopes/specifications/tender documentation where required.

#### 5. Main assignments

- Responsibilities as Gas safety manager, Authorised Person Petroleum, AP Mechanical & F Gas
- Delivering Planned maintenance for Insurance Inspections and completion of remedial works to keep asset compliant.
- Assisting Senior engineers to deliver planned and reactive maintenance to ensure that it is performed in such a manner as so to limit disruption to the site, negate any possible penalties / liability to Sodexo, and provide seamless service provision

- Support asset management in ensuring a compliant asset data set - registers maintenance tasks, SFG 20 task lists etc using the company CAFM system QFM
- Provide an advisory link with the projects team during the design and construction phases of contracts / projects ensuring that maintenance and lifecycle issues are addressed, implemented and handover/acceptance of the asset is completed satisfactorily
- Providing technical support and guidance to all departmental managers for area of expertise: Mechanical services
- Management of works within Company Quality Assurance & Health / Safety Systems
- Undertake Health, Safety & Quality responsibilities as defined within the procedures
- Exercise demonstrable management of subcontract resources
- Perform audit checks upon completed works
- Undertake all reasonable requests as instructed by the Technical Operations Manager
- Conduct AP duties following JSP Safe Systems of Work
- Management of Gas Network planned maintenance and reactive works
- Undertake requisite training in Mechanical AP / RP /Gas safety Management and be appointed by Authorising Engineer
- To regularly check the Mechanical electronic drawings and update on completion of project & lifecycle works.
- Provide Mechanical Technical support to RMPA & CMT for specific requests relating to operations and high-risk activities under your control as an appointed Authorised Person.
- Complete P2W, Services clearance, Hot works documentation as required.
- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To maintain excellent client/customer relationships
- To attend and hold team briefs, huddles and meetings as required
- To attend your "Access" conversations to discuss and agree job performance, objectives and development activities
- To maintain professional work standards at all times
- To ensure that all company equipment is managed and maintained as required and ensure that any faults are reported to management
- To act as duty manager 'on call' and holiday/weekend cover on a rota basis as directed by line manager
- To work in conjunction with other department managers to plan, organise and coordinate service activity within own assigned operational business area and across the site
- To ensure daily standards of service in assigned operational area, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
- To contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- To continually monitor HS&Q in all service operations and ensure they are maintained at the required level
- To drive performance through adherence to all promotional activity and marketing initiatives
- To contribute to the achievement of site budget performance as determined by segment business objectives

- To work in conjunction with other department managers to ensure operational excellence within assigned operational business area with specific responsibility for labour management and performance of a defined group of employees.
- Develop and maintain a positive internal and external network
- To carry out any other reasonable tasks and/or instructions as directed by management

## 6. Accountabilities

### **Leadership and people**

- The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.

### **Risk, governance and compliance**

- The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore cash and stock company procedural compliance is a requirement.

### **Financial management**

- The role holder is accountable for the financial performance of the assigned business operational area in line with set budgets and as a contribution to overall site financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.

### **Relationship management client and team**

- The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. The role holder will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

### **Operational management**

- The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS). The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within their assigned area and, in rotation with other site department managers, deputise when the services manager is not available.

### **Service excellence**

- The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.

#### **Continuous development**

- The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.

## **7. Person Specification**

### **Essential:**

- The post demands a person who understands and has worked with planned and reactive maintenance systems found predominately in MoD, industrial or commercial sites.
- Must have or be working towards achieving and becoming AP in the following disciplines – Gas Mechanical, F-Gas and Gas network management
- Ability to operate under own initiative
- Evidence a high calibre of technical ability and experience coupled with good all-round management and personal qualities.
- Demonstrate good level and understanding of M & E services and must have the technical ability to be able to complete Authorised Person courses MoD.
- Demonstrate a high level of self-management, being able to deal with changing priorities and providing a quality service to the Client.
- Demonstrate ability to work under pressure in a demanding post.
- Excellent communication skills both written and oral.
- Leadership skills and knowledge
- Ability to make independent decisions
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions

### **Desirable:**

- Experience of working within military environment, familiarity with operating JSP 375 Safe Systems of Work
- Previous experience in effectively managing in a similar role
- Proven experience of managing client relationships within a PFI contract environment

**Education / Qualifications:**

- Minimum HNC or Level 4/5 in a Mechanical Building Services related subject
- Preferably level 6 or IEng or demonstrable relevant experience
  
- IOSH Qualified
- Preferably hold Authorised Person tickets & QA Auditor trained
  - AP – Petroleum
  - AP – Pressure Systems
  - RP – Gas/F-Gas

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

|                                                                          |                                |
|--------------------------------------------------------------------------|--------------------------------|
| ▪ Growth, client and customer satisfaction, quality of services provided | ▪ Industry acumen              |
| ▪ Rigorous management of results                                         | ▪ Analysis and decision making |
| ▪ Leadership and people management                                       | ▪ Planning and organising      |
| ▪ Innovation and change                                                  |                                |
| ▪ Brand notoriety                                                        |                                |

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

|                |                         |      |            |
|----------------|-------------------------|------|------------|
| Version        | 1                       | Date | 16.08.2022 |
| Document Owner | Leighann Wordley - HRBP |      |            |