Job Description: Hard Services Coordinator



Function:	Operations. Corporate Services. Pharmaceuticals		
Position:	Hard Services Coordinator		
Job holder:	New role		
Date (in job since):	N/A		
Immediate manager (N+1 Job title and name):	Hard Services Manager		
Additional reporting line to:	UK Technical Services Manager		
Position location:	High Wycombe, 50-100 Holmers Farm Way, High Wycombe HP12 4DP		

1. Purpose of the Job

- To provide Technical administration support on M&E Services to the technical team.
- To carry out compliance audits to ensure the Technical team are 100% compliant.
- Maintain compliance databases i.e. AP training matrix's, weekly ops meeting actions, H&S compliance trackers etc.
- Arrange quotations and order consumables for the technical team when required.
- To formulate, develop and implement systems that will ensure plant is maintained and operated to its optimum efficiency.
- Ensure new & innovative techniques are developed & implemented to the highest standards in order to maximize operational efficiency.
- To support the regions safety, health & environment teams and activities.

2. Dimensions								
Revenue €tbc FY21:	EBIT growth:	tbc		n/a	Outsourcing rate:	n/a	Region Workforce	tbc
	EBIT margin:	tbc	Growth					
	Net income growth:	tbc	type:		Outsourcing growth rate:	n/a	HR in Region	tbc
	Cash conversion:	tbc						
	Effective manage	ement c	of results for a	all repo	rting areas			
Characteristics	 Responsible for tracking weekly Technical Services spend in line with the baseline budget (The bag), parameters set based on financial year. 							



4. Context and main issues

- Monitor site performance of sub-contractors; ensure H&S documents are received, sub-contractors are following site permits and carry-out spot check audits.
- Responsible the Technical Services team for the upkeep, monitoring, assessment and reviewing of Risk Assessments and Safe Systems of Work.
- Own the Technical Services compliance trackers for the site.
- Work in conjunction with Senior CMMS Administrator to make sure all assets are identified in Maximo and correct job plans are in place.
- Support the Technical Services Team with processing purchase orders for consumables and reactive works.
- Arrange and organise training sessions for all new Engineers in the Engineering and Site Services
 departments. Act as site contact for external procedures writers and trainers where required for key
 procedure or process changes.
- To ensure that all training records for Engineers and Site Services in house staff are retained and filed on relevant databases.
- Responsible for the storage filing and access of all engineering documentation, ensuring it is maintained in compliance with Sodexo documentation guidelines.
- Emergency Engineering Responder / Out of hours call-outs.
 - a. Provide engineering support to the incident controller in the event of a site emergency.
 - b. Manage the "out of hours" call-out rota providing 24/7 call-out for site.

5. Main assignments

- Assist with the coordination of labour (direct and subcontracted) to ensure delivery of the planned & reactive Maintenance across the service area.
- Regularly audit the Permit to Work System within the contract.
- Ensure business policies and processes are effectively communicated & implemented.
- Continued improvement of the area KPI's.
- Own any local engineering risk assessments and SOP's.
- To drive performance improvement in Technical Services.
- To carry out compliance audits to ensure the Technical team are 100% compliant against statutory & KPI requirements.
- To support completion & development of systems to assess Asset condition and efficiency.

6. Accountabilities

- Provide technical and professional support to the Maintenance team and to the Client in order to develop a "Best in Class" service.
- To assist in making sure the site is compliant with local procedures and current regulations.

7. Person Specification

Essential

- A highly customer focused individual, motivating and driving performance in teams to deliver high standards of service and cost effectiveness.
- Capability of assisting a small technical team in a regulated environment where asset performance is a businesscritical requirement.
- The role holder will have a well-developed knowledge of maintenance processes with regards to hard services, and the application of best practices and the effective deployment of maintenance strategies in technically complex customer environments.
- Experience of integrated risk management and the methods employed to manage engineering risks, hazards and controls.
- Full understanding of H&S and other regulatory obligations applicable to asset management.
- The role holder will have a sound grasp of all the services delivered by FM and will understand their impact on their customers.
- Excellent communication written & verbal.

Desirable

- To have developed from a technician/HNC background supported by substantial experience of similar roles and/or a member of professional FM and/or engineering organizations e.g. BIFM, IMechE, etc.
- The role holder will have a strong technical background, with knowledge of the engineering principles and practices utilised across the lifecycle of asset and facilities design and utility operation.

 Growth, Client & Customer Satisfaction / Quality of Services provided 	Leadership & People Managemen
Rigorous management of results	Innovation and Change
Brand Notoriety	Business Consulting
Learning & Development	HR Service Delivery

9. Management Approval					
Version	3	Date	07/01/2021		
Document Owner	David Woodhouse		· · · · · · · · · · · · · · · · · · ·		

10. Employee Approval – To be completed by employee						
Employee Name		Date				