**TECHNICAL SERVICES ENGINEER**

**EXPERTISE**

Job description

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| Function: | Corporate Services - Operations |
| Position:  | TECHNICAL SERVICES ENGINEER  |
| Job holder: | Open |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | TECHNICAL SERVICES SUPERVISOR |
| Additional reporting line to: | Senior Workplace Manager |
| Position location: | Microsoft Paddington, London |

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| 1. Purpose of the Job |
| To carry out planned preventative maintenance (PPM), reactive maintenance and extra works and emergency procedures as required to support the Technical Services Supervisor to ensure the operation of the building. To deputise and cover for the Technical Services Supervisor when required. |

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| 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 | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point:
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| 3. Organization chart |
| Technical Services Supervisor Technical Services Engineer Senior Facilities Manager |

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| **4. Context and main issues** |
| * Compliant delivery of Technical Services on the site
* Adherence to legislative, company, and regional policies regarding Health & Safety and Environmental management.
* Maintaining a healthy and safe environment for staff and visitors at all time
* Strong customer relationships
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To carry out PPM, Reactive Maintenance and extra works requirements in accordance with set schedules. And service level agreements (SLAs)
* Ensure standards are maintained to maximize the operational effectiveness and reliability of the site systems.
* Adherence to set engineering standards in accordance with Health and Safety at Work Act (HASAWA) requirements.
* Fault finding and remedial work as required.
* Assist with other PPM/extra works related tasks.
* Attend weekly site meetings and toolbox talks.
* To provide reports in relation to work and equipment as required.
* Escort and supervise sub-contractors on site.
* Provide on-call site cover (1 week on – 1 week off).
* Keep up to date with all current standards and regulations
* Liaise with the client as required.
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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. |
| * The achievement of all reactive works within the agreed SLA priorities
* The completion of all planned preventative maintenance with records updated
* Ensuring all statutory certification is obtained and processed on a monthly basis
* The proactive management of maintenance for the site
* Daily checks completed and recorded
* Ensuring Risk Assessments are signed and updated as often as required
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Good health & safety knowledge and experience.
* Proven background in electrical engineering discipline.
* City and Guilds or equivalent in Building Services or Electrical Engineering.
* Experience of maintaining some of the following: HV/LV, MCC’s, Switchboards, Generators, Lighting, Bus Bars, Invertors, DB’s, UPS’s,
* Understanding of BMS systems.
* IT Literacy essential.
* Experienced in working with CAFM systems.
* BS7671 18th edition IET wiring regulations desirable
* Confidence and commitment to provide a high quality, professional service
* Good written and verbal communication skills
* Ability to work unsupervised and take responsibility for the completion of tasks
* Ability to prioritise work tasks
* Adaptable and flexible in approach to work required
* Willingness and ability to work as a member of a team
* Ability to remain calm under pressure
* Reliable
* Detail conscious
* Acceptable personal grooming standards
* Ability to perform tasks that require physical fitness
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * NVQ Level 3 or equivalent in the relevant subject (Electrical Trade Qualification)
* C&G 2382-18 (18th Edition BS7671:2018) ideally with C&G 2391 Inspection & Testing or equivalent
* IOSH Qualification, CSCS Card and/or Safe Pass or equivalent
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