

# Job Description: Engineering Supervisor



Function:	Hard FM
Position:	<b>Engineering Supervisor</b>
Job holder:	Vacant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Estates Manager, Dominic Hammond
Additional reporting line to:	Estates Manager
Position location:	Stoke Mandeville Hospital

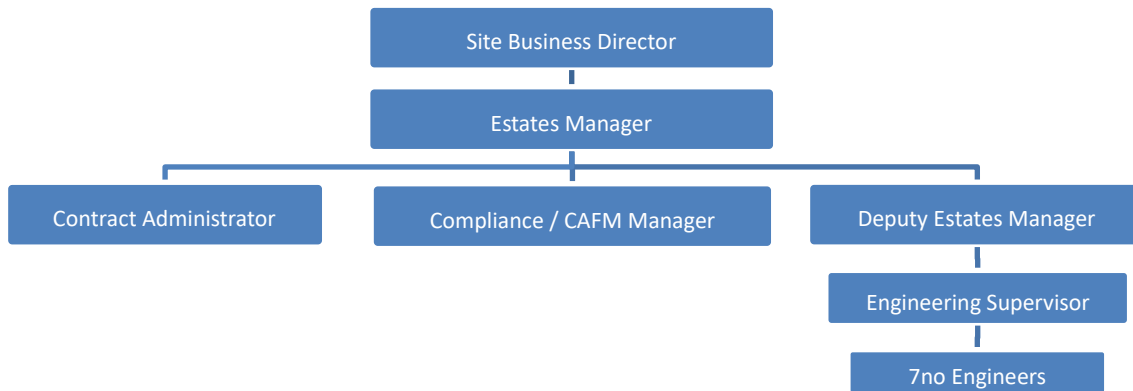
**1. Purpose of the Job** – State concisely the aim of the job.

**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 FY15:      €tbc	EBIT growth:	tbc	Growth n/a type:	Outsourcing n/a rate:	Region Workforce	tbc
	EBIT margin:	tbc				
	Net income growth:	tbc		Outsourcing    n/a growth rate:	HR in Region	tbc
	Cash conversion:	tbc				

- Characteristics
- ▢ Personal presentation must be of a high professional standard, with strong team building skills.
  - ▢ Influencing and negotiation skills.
  - ▢ Control situations, emotive atmosphere at all levels.
  - ▢ Prepared to contribute positively to how the department operates

**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.



**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 provide Hard FM Services in accordance with the PFI Contract.
- To have a clear understanding of client relationships between the SPV (Special Purpose Vehicle), NHS Trust and Sodexo Management and Colleagues.

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

- ▢ Engineering Supervisor, deploying staff, both directly employed and Contracted staff.
- ▢ Act as a point of contact regarding plant or equipment failures and to arrange the supply of goods and/or services as necessary and organize remedial works or emergency isolations as and when required.
- ▢ Allocate staff and physical resources to ensure that the Estates Department's Performance Criteria (KPI's) are achieved.
- ▢ Liaise directly with the CAFM / Compliance Manager or the Trust in their absence, to prioritise the activities of staff undertaking repair works and general maintenance activities by directly employed staff or contractors.
- ▢ Ensure that all work is undertaken using the correct equipment, by staff having the necessary skills and competence.
- ▢ Liaise with the CAFM / Compliance Manager to prevent unnecessary tasks, waste and superfluous activities.
- ▢ Ensure repair works are undertaken in accordance with the Department's Life Cycle (repair vs. replacement) Contractual requirement at all times with due consideration of budgetary requirements.
- ▢ Ensure that where it is not possible to complete works (awaiting materials/replacement decision, pass to contractor or access issues) they are appropriately highlighted and the CAFM / Compliance Manager is informed to enable the customer feedback process to be activated.
- ▢ Take a proactive involvement role in the development of the Computerised Maintenance Management System (Maximo).
- ▢ Encourage co-operation, versatility and flexibility between the directly employed staff.
- ▢ At all times carry Sodexo communication devices (IPAD/Radio) to facilitate immediate response to emergencies.

***Corporate Responsibilities:***

- ▢ Support the training of estates staff in the full workings of the integrated management system, IMS and

CAFM system is a requirement of the post. It is essential that the post holder supports and management team in the efficient operation and maintenance delivery. This will involve assisting in the drafting and agreeing of formal local operating procedures, LOP's for the overall operation maintenance in consultation with other estates colleagues, and the implementation and control of policies.

- ▣ To assist the estates manager in linking maintenance issues into the Sodexo's risk management strategies, ensuring that concerns are recognised and addressed. To develop and maintain strong links with other Sodexo service teams in order to facilitate communication, good working relationships and the efficient flow of information.
- ▣ To fully understand and deliver Sodexo policies and procedures, ensuring compliance with statutory instruments, hospital technical memoranda, hospital building notes and approved codes of practice.
- ▣ To collate all operation and maintenance engineering records in accordance with statutory and health service requirements, ensuring preparedness for internal/external audits at any time.

**Technical:**

- ▣ To be responsible for the coordination of the maintenance team in the day to day planned maintenance, fault finding and repair, periodic inspections and testing of the complete spectrum of services found in a building services environment to include however not limited too -
  - a. HV & LV Sub Station Distribution and associated Electrical Systems
  - b. Stand-by Generators
  - c. Medical Gases
  - d. Decontamination
  - e. HVAC systems
  - f. Water Systems and Distribution
  - g. Building Management Systems (BMS)
  - h. Competent Person Gas Services
  - i. Lifts
  - j. Petroleum Installations
  - k. Boiler Controls and associated equipment\services
  - l. Fire Alarm Systems
  - m. Nurses Call Systems
  - n. Control systems of varying types throughout the Hospital site i.e. Catering, Laundry, Water Treatment, etc.
  - o. Boiler Plant and associated Systems
  - p. Building Fabric Maintenance – Internal & External

The above is not intended as an exhaustive list, but as illustrations to the diversity of plant and equipment to be maintained.

- ▣ Monitor and assist staff undertaking fault-finding and maintenance on complex, critical and specialist plant, systems and equipment. Providing technical support and liaising with suppliers as necessary.
- ▣ Provide technical advice and support to other Departments including Soft FM.
- ▣ To interpret layouts and drawings and utilise this information to perform fault diagnostics/rectification, planned preventative maintenance and installation of new equipment.

- ▢ Work under pressure and to deadlines to ensure plant down time is kept to a minimum and KPI's are achieved.
  - ▢ Coordinate all requests for required Spares and materials.
  - ▢ Review the stores and identify critical and regularly used items, which should be held as 'standard stock items' in the future.
  - ▢ To ensure that planned preventative maintenance and associated work is implemented efficiently to specified requirements and provide assistance with improving these requirements on a continuous basis.
  - ▢ Understand and work in accordance with the requirements of Health Technical Memorandums (HTMs) and any Statutory and Technical requirements for the operation and maintenance of plant and engineering services.
  - ▢ Carry out minor design and modifications to engineering plant, services and Buildings as required.
  - ▢ To take delegated Lead responsibility (can be Competent Person (CP) status or Authorised Person (AP) status) for specific plant and/or systems to ensure they operate safely, effectively and efficiently, as delegated by the Deputy Estates Manager.
  - ▢ To identify and record concise details of test results, action taken when rectifying break-downs and further action required to eliminate or minimise future problems.
  - ▢ To relay all necessary information regarding breakdown problems, alteration to planned preventative maintenance and technical information acquired i.e. training courses attended or technical bulletins to their colleagues.
  - ▢ Undertake surveys of engineering plant and services, prepare written reports and formulate maintenance programmes.
  - ▢ To reflect a flexible and professional approach to their responsibilities and provide an active input to updating procedures to improve efficiency of site plant and machinery. Take a pro-active role in introducing improved, more constructive methods of working.
  - ▢ To assist in investigating complaints and incident forms (Datix) and implement measures as necessary to prevent re-occurrence
- Quality and Performance:**
- ▢ Achieve acceptable standards of work and productivity, workmanship.
  - ▢ From randomly selected lists of reactive and PPM work prepared by the CAFM / Compliance Manager carry out physical quality checks, and document findings, taking corrective actions as required.
  - ▢ To monitor performance reports prepared by the CAFM / Compliance Manager and review to ensure that any unacceptable performance levels can be improved through changes to working methods and practices.

#### **Staff Management and Supervision**

- ▢ Supervision of Directly employed staff consisting of Technician's, Multi-Skilled Crafts Persons.
- ▢ Supervision of Contractors when employed by the Estates Department to undertake maintenance, service or installation contracts.
- ▢ To deputise for Deputy Estates Manager during periods of sickness and annual leave.
- ▢ Attend and participate in interviews for maintenance staff recruitment
- ▢ To undertake appraisals (PER) of staff, including agreeing annual objectives and hold regular reviews in



accordance with the Department's Policy.

- ▢ Carry out Toolbox Talks/Team Huddles should be held in accordance with the frequency set-out within the Department's Meeting Policy.
- ▢ Responsible for monitoring all overtime and where appropriate submitting forms for approval.
- ▢ Responsible for annual leave approval and return to work interviews, after sickness, for direct reports.
- ▢ Responsible for ensuring that the staff are motivated and feel valued.
- ▢ To take the leading role for the management of the Authorised Person's [AP's] in coordinating / preparing for Authorising Engineer [AE] Audits. To ensure all paperwork associated with their roles are up to date and ready for review.
- ▢ Take the leading role ensuring all direct engineering reports maintain an up-to-date Engineering CPD portfolio.

### ***Education and Learning***

- ▢ To undertake training as required enabling them to perform their duties competently and to keep up-to-date with new developments, technology, standards and legal requirements.
  - ▢ Provide training, technical advice and support to maintenance teams and other departments within Sodexo estates and other supporting services.
  - ▢ To provide the necessary support to enable apprentices if applicable to be instructed in all aspects of engineering and building services.
  - ▢ Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning
- ### ***Financial Management***
- ▢ To organise and order where appropriate, resources, including labour and materials, to provide accurate costing of labour hours/materials required where directed, for new/additional work as approved by the appropriate Senior Manager

### ***Governance***

- ▢ Ensure compliance with Sodexo policies, procedures and guidelines for self and others, by taking action/alerting senior management team if practice appears to contravene policy, or if concerned about any aspect of patient care
- ### ***Health and Safety***
- ▢ The post holder will take the lead role in health and safety for estates department.
  - ▢ To ensure all relevant Health and Safety, COSHH and Permit to Work Regulations are adhered to at all times.
  - ▢ Initiate risk assessment and as a result develop, implement and monitor safe systems of work The post holder will need to write and to review method statements for areas of work he / she will be responsible for in accordance with Sodexo policy and all relevant Health Technical Memorandums and documentation.
  - ▢ Review, audit and monitor all health and safety arrangements within area of responsibility.
  - ▢ Ensure appropriate training - induction, mandatory, professional, refresher - as relevant to the duties to be

undertaken, including any change of working environment, or new or changed risks.

- ▢ Design, implement and maintain documentary evidence to support individual's capabilities, both for new and existing staff that is reflected in the allocation of duties, to ensure individuals can perform tasks without risk to themselves or others.
- ▢ Promptly report and investigate all accidents and untoward incidents
- ▢ Report any deficiency in Health and Safety systems or documentation to own Line Manager or Manager of area concerned.
- ▢ To attend Occupational Health for health surveillance, vaccination, following accidents and for monitoring as laid down by Sodexo Policy.
- ▢ Co-operate with and attend training provided for health and safety purposes.

#### **Miscellaneous**

- ▢ To maintain up to date skills and knowledge, and maintain an awareness of patient led service issues
- ▢ To maintain a professional/personal portfolio

#### **General Responsibilities**

- ▢ Any other duties, which may be requested by management, to facilitate the smooth running of the department.
- ▢ This job description is not exhaustive and can be altered as the post develops, or with changes in service requirements. Such changes will take place in consultation between the post holder and management.

### **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.

- ▢ Be an essential part of the management team to ensure the safe operation of all plant and equipment on the site.
- ▢ The effective delivery of the Planned Preventative Maintenance Service.
- ▢ Assist in the provision of a reactive maintenance service during normal operating hours of the site.
- ▢ Assist in the provision of an emergency reactive maintenance service outside operating hours of the site.

### **7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

#### **Skills / Abilities**

##### **Essential**

- ▢ Extensive experience in building services and plant engineering.
- ▢ Experience of Construction Design Management Regulations (CDM).
- ▢ Good understanding of business planning and effective resource management.
- ▢ Excellent organisational skills with the ability to organise others.
- ▢ The ability to listen to others understand and interpret their views analysis and provided advice/solutions.
- ▢ Excellent oral and written communication skills with the ability to communicate effectively with both technical and non –technical staff.
- ▢ Excellent interpersonal skills with the ability to work closely and effectively with staff at all levels within the





organisation.

- ▢ Must be able to set and negotiate priorities for themselves and others, and subsequently programme workload to achieve results and meet deadlines.
- ▢ Able to concentrate and focus on a range of issues.
- ▢ Proven leadership and line management skills and ability to motivate and develop staff.

### **Experience**

#### **Essential**

- ▢ Extensive operational management working in an Industrial / Facilities Management Environment.
- ▢ Experience of working within a Building Maintenance Organisation.
- ▢ Have managed a range of staff groups
- ▢ Proven ability to manage change, service activity and development within a large and complex organisation.
- ▢ Proven track record of achievement of delivering against objectives
- ▢ Quality and Performance Monitoring techniques. Working to Key Performance Indicators (KPI's) and Service Level Agreements (SLA's)
- ▢ Must be able to demonstrate the ability to identify waste and superfluous tasks and have the ability to optimize the allocation of resources.
- ▢ Knowledge of NHS policies and procedures
- ▢ Working knowledge of Health Technical Memorandums (HTM's and Health Building Notes (HBN's).

#### **Desirable**

- ▢ NHS experience preferably in Acute Hospital environment. An advanced knowledge, appreciation and experience of operational and maintenance requirements and building problems of a large hospital engineering complex.
- ▢ Experience in two of the following areas – Decontamination equipment to HTM 01-01  
Medical Gas systems to HTM 02-01  
Water Management to L8 (HSG 274)  
Ventilation to HTM 03-01
- ▢ Process, procedure and report writing skills.
- ▢ Auditing skills.
- ▢ Experience with Building Management Systems (BMS) – Computer Aided Facilities Management (CAFM) systems – Microsoft packages

### **Knowledge**

#### **Essential**

- ▢ Proven ability to achieve targets and objectives within a demanding and pressured environment against challenging deadlines.
- ▢ Sound IT knowledge and experience.
- ▢ An understanding of the interrelationship between assets and their maintenance and lifecycle requirements.
- ▢ Understand user's requirements and the concepts behind various maintenance regimes.
- ▢ Assimilate the practical implications of complex policies and procedures
- ▢ A very good knowledge of H & S and of relevant current legislation and guidance

**Desirable**

- ▣ Working knowledge of Health Technical Memorandums (HTM's and Health Building Notes (HBN's).

Applicants who do not meet the required experience stated on the person specification but who can demonstrate an ability which is deemed to be acceptable may be considered

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

<b>Sodexo core Competencies</b>	<b>Education / Qualifications</b>
■ Leadership & People Management	■ Educated to HNC level or equivalent in an engineering or building discipline.
■ Brand Notoriety	■ Incorporated Engineer Status.
■ Commercial Awareness	■ Appropriate professional management qualification.
■ Employee Engagement	■ Member of a relevant Professional Body – IET – CIBSE - IWFM etc.
■ Learning & Development	■ Recognised H&S qualification – IOSH or NEBOSH
■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Trade Qualifications Electrical/Mechanical
	■ Qualified to authorise Person to HTM standards across all disciplines

Date:

Name:

Signature: