**on-site services**

FM Working Supervisor

JoB description

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| **P****osition Title** | FM Working Supervisor ELECTRIAL  | **Department** | IFM |
| **Generic Job Title** | FM Working Supervisor ELEC | **Segment** | Corporate Services |
| **Team Band** | x | **Location** | Newbridge Kildare |
| **Reports to** | Head of Operations  | **Unit name** | Production-Manufacturing facility  |

## ORGANISATION StRUCTURE

Head of Operations

FM Working Supervisor

Head of Talent

**Job Purpose – FM Working Supervisor – Electrical Discipline**

We are seeking a Facilities Management (FM) Working Supervisor to join our team at the Newbridge production site. This role is responsible for the maintenance, repair, and servicing of all FM assets within an integrated facilities management (IFM) environment, with a strong focus on electrical systems.

The FM Supervisor ensures the safe, compliant, and efficient delivery of technical hard services, supporting operational continuity and high service standards. Reporting to the Head of Operations, the role leads a multi-disciplinary team of over five technicians and contributes to performance improvement, asset reliability, and cost-effective service delivery. The role also includes oversight of budgets related to maintenance activities and contractor management.

**Key Responsibilities – FM Working Supervisor – Electrical Discipline**

Lead and manage Planned, Reactive, and Corrective Maintenance programs.

Maintain asset registers and support capital planning with the client.

Oversee inspections and compliance for HVAC, water systems, boilers, and life safety equipment.

Manage CAFM (Maximo) system for work orders, scheduling, and defect resolution.

Supervise contractors and internal FM team, ensuring safe, compliant, and high-quality service delivery.

Respond to helpdesk queries and reactive tasks in line with SLA targets.

Ensure documentation (RAMS, permits) is completed and signed off.

Support procurement, onboarding, and training of FM staff.

Monitor performance using IT systems and maintain compliance with H&S regulations.

Provide ad-hoc operational support including event setups, furniture moves, and site image reviews.

Represent Sodexo professionally and maintain strong client relationships.

**Key Performance Indicators**

Deliver consistent facilities support across technical hard services, meeting contract and industry standards.

Ensure full compliance with health & safety, food hygiene, COSHH, fire safety, and safe working practices.

Maintain accurate asset records and manage planned and reactive maintenance through CAFM systems.

Respond to helpdesk and client requests professionally and within agreed timeframes.

Lead and support the FM technical team, ensuring high performance and collaboration.

Supervise contractors and ensure all works meet specifications and regulatory requirements.

Maintain high levels of client satisfaction through reliable service and strong communication.

Complete all required documentation and ensure proper sign-off for works.

Monitor site conditions, report issues, and support continuous improvement.

Represent the company professionally and always uphold site standards.

**Skills, Knowledge and Experience**

**Essential:**

Strong electrical background with experience in building services and workplace environments

Knowledge of FM systems including HVAC, lighting, life safety, and control systems

Understanding of food production facility standards and compliance requirements

Ability to lead and support a multi-skilled FM team

Hands-on approach to maintenance and operational support

Experience managing IFM contractors and service providers

Solid planning, organisation, and time management skills

Ability to prioritise and manage multiple tasks effectively

Clear written and verbal communication skills

Strong customer service and interpersonal abilities

Advanced IT skills, especially Microsoft Office and CAFM systems

Familiarity with handheld devices for logging audits and tasks

Self-motivated and able to work independently

Comfortable working in safety-focused environments and following health and safety procedures

Experience in food manufacturing or production settings (preferred)

Full Irish driving licence

Professional attitude and ability to represent the company positively

**Desirable:**

Experience using CAFM systems (e.g. Maximo)

Experience of managing Budgets and cost control of FM Hard Services

Previous work in statutory compliance environments -Audit Compliance

Background in food manufacturing or production

Skilled in contractor management and service delivery oversight

Comfortable with MAC (moves/adds/changes), deliveries, and event setups

Familiarity with handheld devices for logging audits and tasks

Experience supporting onboarding and training of FM staff

Ability to identify service improvements and cost-saving opportunities

Professional conduct and ability to represent the company positively

**Acknowledgement**

I confirm I have read the full content of my job description and understand the requirements of this role:

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return to sender with any associated documentation.