

Job Description: Multi Skilled Technician

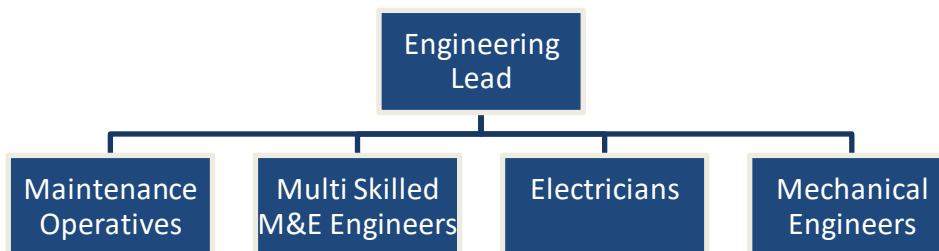


Function:	Universities
Position:	Maintenance Operative
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Engineering Supervisor
Additional reporting line to:	Head of Technical Services
Position location:	University of Greenwich

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

- To deliver operational FM excellence at the University of Greenwich.
- To carry out repairs, maintenance or installation of all plant, equipment, systems and building structure/fabric associated with the premises, in line with best practice, statutory compliance and service level agreements as detailed in the IFM Contract.
- To undertake reactive and planned repairs to all building fabric in line with site KPI's

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.

- Working across a large University Campus with multiple buildings
- Ensure all installations, repairs and maintenance meet the requirements of the appropriate codes of practice.
- Work in accordance with Sodexo policies and procedures.
- Maintain high levels of communication with key site representatives
- Challenging the status-quo, looking at new opportunities to enhance service delivery and improve internal/external client satisfaction

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

- Carryout PPM and reactive repairs as required in line with skill set and qualifications.
- General handyman tasks as required, to include basic building fabric maintenance and repair.
- Replacement of light bulbs and other unskilled mechanical and electrical tasks.
- Ensure a seamless operation across the University.
- Assist in ensuring all records are kept in line with company procedures.
- Collaborative working with other team members.
- To be responsible for all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements.
- To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with the Industry's best practices.
- Ensure issued PPE, tools and equipment is in a safe and good working order.
- Attend training sessions, toolbox talks and meetings as required.
- To ensure that all areas in which work is undertaken are kept in a clean and tidy condition, to ensure minimum disruption, and a safe working environment.
- To complete work assigned by the Helpdesk team and record information accurately in QFM
- Building professional relationships with all stakeholders on the contract.
- Carry out any other reasonable tasks as directed or requested by Sodexo management in order to meet the operational requirements of the business.
- To deliver services in line with the business ethos, delivering innovative solutions to the client's expectations.
- To work as part of a team ensuring high standards of service, colleague and customer satisfaction and contract retention.

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.

- Services delivered in a manner that embodies excellent customer service
- Safe and compliant services to all buildings
- Ensure that all services are delivered against agreed SLA's and KPI's
- Ensure that all services are delivered in a safe, cost effective, and efficient manner

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

Essential Criteria

- Experience of working in a similar role.
- Candidates should have a pro-active attitude and can be flexible in relation to duties and working hours.
- Have the ability to build partnerships and work collaboratively with others to meet shared objectives
- The candidate must be able to work effectively without supervision and rebound from setbacks and adversity when faced with difficult situations
- To communicate effectively and timely is seen as essential and also have the ability to contribute to creating new and better ways for the organisation to be successful
- The ability to build strong customer relationships and deliver customer-centric solutions
- IT & systems literate, use of IT systems to provide/monitor data within the Quality Assurance and other management reporting systems.

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

<i>Sodexo core Competencies</i>
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|--------------------------|
| ▪ Brand Notoriety |
| ▪ Commercial Awareness |
| ▪ Employee Engagement |
| ▪ Learning & Development |

9. Management Approval – To be completed by document owner

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