

Job Description:
Facilities Support Technician

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| Function: | CS – ROI  |
| Job:  | Domestic Maintenance Technician  |
| Position:  | As above  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Technical Services Manager |
| Additional reporting line to: | Dotted Line to maintenance planner |
| Position location: | Lilly Kinsale  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Perform routine inspections of plumbing and drainage systems.
* Respond to plumbing emergencies and diagnose and resolve plumbing issues.
* Install, maintain, and repair sanitary units and associated fixtures.
* Demonstrate a good working knowledge of Building and Fabric systems of work.
* To work within a self-managed team of multi-skilled technicians and contractors. Must be seen to add value to core service delivery and should attain to deliver very high standards in terms of work output and quality of work.
* Manage own and others safety across all contracts under Contract remit.
* Participate in and attend cross functional meetings.
* Maintain quality relationships with clients, suppliers, and sub-contractors.
* Methodical and Analytical approach to work
* Be Technically proficient in the operation of minor facilities works across services including though not limited to:
* Assist Technicians with Minor civil and carpentry projects.
* Provide support to the other trades when requested.
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| 2. 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. |
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| **3. 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. |
| **Communication & Relationship Skills**

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| Internal | External |
| Pharma Operations Management Central Services TeamHSQE staff | ClientExternal Client Staff Sub-Contractors |

 Skills (must be able to …)* Must have completed the Advance Certificate Craft – Plumbing, Level 6.
* Demonstrate an in-depth knowledge of the design, installation, commissioning and maintenance procedures used in the trade of plumbing.
* Work closely with the maintenance planner and carry out scheduling of work order and asset management upon request.
* To work within a self-managed team of multi-skilled technicians and contractors. Must be seen to add value to core service delivery and should attain to deliver very high standards in terms of work output and quality of work.
* Manage own and others safety across all contracts under Contract remit.
* Participate in and attend cross functional meetings.
* Maintain quality relationships with clients, suppliers and sub-contractors.
* Methodical and Analytical approach to work
* Be Technically proficient in the operation of minor facilities works across services including though not limited to:

Personal Skills* Can do Attitude.
* Works well in team environment
* Independent will self-direct.
* Self-aware in meeting environments – Knows when to speak up,
* Friendly and supportive.
* Exhibits leadership qualities through direction of others.

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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Responsibility for facilities maintenance related to the Hard FM Service delivered to Lilly Kinsale
* Responsible for all services being delivered in fully customer focused manner.
* Ensure the completion of all PM’s, reactive work orders and projects in the time frame outlined by the maintenance planner.
* Work closely with the maintenance planner and carry out scheduling of work order and asset management upon request.
* Meet monthly and quarterly KPI’s / SLA’s
* ITP to be kept up to date
* RCA and Fish bone analysis where needed
* Promote safety
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| 5. 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. |
| * Zero accidents / LTI’s
* Customer focused in Non GMP areas / requests
* PPM’s, RPM’s, Helpdesk, Project’s
* Innovation and asset management
* Scheduling works when requested.
* Adhering to all permit requirement for site
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
|  * 3 to 5 Years post qualification in relevant facilities role.
* Experience of operating within a regulated environment.
* Excellent PC Skills & ability to develop and deliver presentations at both client and internal levels.
* Experience of program management and development for minor projects an advantage.
* Experience with CMMS an advantage.
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| 7. Management Approval – To be completed by document owner |
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| Document Owner | John G Murphy |

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