

Job Description: Technical Manager



Function:	Operations
Job:	Technical Manager - Electrical
Position:	Technical Manager
Job Holder:	
Date (in job since):	Not Applicable
Immediate Manager:	Head of Estates and Technical Services
Additional reporting line to:	
Position Location:	Hereford Hospital

1. Purpose of the Job

- Provision of technical service expertise to support delivery of the Estates Management Services (the "Services") at The County Hospital, Hereford in accordance with the Service Provider Agreement (PFI). Encompassing all aspects of technical services required to support delivery of the Services, to ensure compliance with best practice, mandatory and statutory requirements, contractual obligations and corporate governance. Duty Holder, subject matter expert and technical lead for HTM disciplines.

2. Dimensions

Revenue FY19:	tbc	EBIT growth:	tbc	Growth type:	NA	Outsourcing rate:	NA	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	NA	HR in Region	tbc
		Cash conversion:	tbc						
Characteristics									

3. Organisation Chart

TBC

4. Main Assignments

- Duty Holder, subject matter expert and technical lead for HTM disciplines to support delivery of the Services in accordance with the relevant Output Specification and to ensure compliance with best practice, mandatory and statutory requirements, contractual obligations and corporate governance. Evidential documentation in support of compliance to be managed and available to satisfy audit requirements.
- Management of the discipline specific Estates engineering team in collaboration with Technical Management colleagues, including but not limited to: labour management (including recruitment and robust application of absence management procedures and capability, disciplinary and grievance procedures); planning and scheduling of shift resource, including ensuring the accuracy pay code data utilising the labour management tool; responsible for ensuring employees adhere to the Sodexo Code of Conduct at all times; and management of disciplinary issues.

- Monitoring of employee competence and application of the EP/PDR process, including identification of opportunities/requirements for development/training. Ensuring application of the performance management process to achieve required outcomes.
- Management of the Service in accordance with the Output Specification and to ensure compliance with best practice, mandatory and statutory requirements, contractual obligations and corporate governance. Evidential documentation in support of compliance to be managed and available to satisfy audit requirements.
- Monitoring of employee competence and provision of feedback in support of the EPA/PDR process, including identification of opportunities/requirements for development/training.
- Liaising with the Estates Maintenance Manager and Project Managers to provide technical support to ensure the Access and Lifecycle Plans are reflective of requirements.
- Identification and reporting of items requiring cyclical replacement; the provision of maintenance records, service reports, etc, in support of lifecycle applications.
- Provision of technical input, together with associated capital and operational costs, in support of project (change and lifecycle) works.
- Ensure adherence to and enforcement of the site health and safety, quality and risk management policies and procedures.
- Ensure application of, and adherence to, Safe Systems of Work, including the Permit to Work system, ensuring adequate duty holders are appointed as required.
- Provision of business continuity and emergency response plans pertaining to technical disciplines for the Services, ensuring contingency measures are implemented and training is provided as required.
- Management of operational policies/procedures pertaining to technical disciplines, ensuring training is provided as required.
- Monitoring and update of the risk register pertaining to the Services, including the identification and management of critical spares.
- Ensuring correct use of management systems for the recording and retention of documents, records, requests and tasks.
- Management and maintenance of the technical library, including drawings, health and safety files, operations and maintenance manuals, room data sheets and service records.
- Management of costs impacting on the financial performance of the Services, to maximise revenues and identify opportunities for growth, including the recovery of rechargeable services/works, and to ensure potential deduction risks are managed.
- Ensuring the asset schedule of equipment is updated, and required maintenance identified to ensure continued compliance and availability.
- Management and monitoring of specialist sub-contractors: ensuring use of approved suppliers; review of sub-contracts, ensuring a defined specification/scope of works is included as a minimum; ensuring due diligence is undertaken as required; and the provision of feedback on supplier performance to Service Operations.
- Undertaking monitoring of the Services activities as required, identifying, managing and closing actions as required.
- Monitoring and review of the technical disciplines through the conduct of and participation in audits and the preparation and management of action plans, ensuring actions are monitored to completion with documentary evidence available.
- Provision of management and service performance information, data and analysis.
- Establishment and maintenance of effective communications and working relationships.
- Attendance at meetings (project and corporate), ensuring actions are monitored and progressed to resolution.
- Participation in and contribution to Sodexo forums, initiatives and training.
- Participate in the on-call team rota.
- Any other duties as may be reasonably required.

5. Accountabilities

- Duty Holder, subject matter expert and technical lead for HTM disciplines to support delivery of the Services in accordance with the relevant Output Specification.
- Liaising with the Estates Maintenance Manager and Project Managers to provide technical support to ensure the Access and Lifecycle Plans are reflective of requirements, including the identification and reporting of items requiring cyclical replacement and the provision of maintenance records, service reports, etc, in support of lifecycle applications.
- Provision of technical input, together with associated capital and operational costs, in support of project (change and lifecycle) works.

- Provision of business continuity and emergency response plans, management of operational policies/procedures and monitoring and update of the risk register pertaining to the Services, including the identification and management of critical spares.
- Maintain effective communications and relationships with stakeholders.

6. Person Specification

Essential

- Experience within the healthcare sector in the delivery of technical services, including knowledge and experience of working to applicable HTM and HBN.
- Duty Holder experience.
- Relevant engineering/technical qualification and experience.
- Articulate and confident communicator (both verbal and written), with the ability to develop and maintain effective relationships with key stakeholders.
- Experience in managing and monitoring contractor performance.
- Proactive and pragmatic approach to issue resolution.
- Flexible and adaptable approach to working within the changing needs of the business.
- Commitment to continuous improvement and service excellence.
- Experience of working within complex/PFI contractual framework.

Desirable

- H&S qualification (IOSH or equivalent).

7. Competencies

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| <ul style="list-style-type: none"> ▪ Growth, Client and Customer Satisfaction/Quality of Services Provided ▪ Rigorous Management of Results ▪ Brand Notoriety ▪ Commercial Awareness ▪ Employee Engagement | <ul style="list-style-type: none"> ▪ Learning and Development ▪ Leadership and People Management ▪ Innovation and Change ▪ Business Consulting ▪ HR Service Delivery |
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8. Management Approval

Version	1.1	Date	June 2022
Document Owner	Richard Mason		

Acceptance

Signature		Date	
Print Name			