

Job Description:

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| Function: | Hard FM Healthcare |
| Job:  | Shift Craftsperson |
| Position:  | Shift Craftsperson |
| Job holder: | New position |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Nicholas Salt |
| Additional reporting line to: | James Harper – Mechanical Environmental Supervisor  |
| Position location: | University Hospital of North Midlands (Royal Stoke University Hospital) PFI |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Supporting the Senior Management Team in the safe operation and maintenance of all plant, equipment and installations within the hospital estate, establishing efficient and effective compliance review procedures
* Primarily responsible for the electrical services operational equipment, decontamination, mechanical and building infrastructure. Control of contractors including permits to work on specialist and critical systems within the PFI hospitals as defined but not limited to those set out in HTM00 to HTM08 and any associated statutory and mandatory legislation
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| 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 FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 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. |
| Mechanical Environmental ManagerMechanical Environmental SupervisorMechanical Craftsperson |
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| **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. |
| * Exchange, interpret, analyse and calculate complex information and communicate to specialists and non-specialists
* Knowledge of the principles, concepts and standards associated with Building Energy Management Systems
* Have specialist skills and experience within the Healthcare maintenance environment
* Create and continuously develop multiple BMES measurement tools and templates
* Collect all data and information necessary to analyse all aspects of the service in relation to estate management, taking into account legislation and future direction of legislation, health and safety, Trust and Sodexo policy. To use data and information in complex forms to benchmark, fault find, predict and analyse system failures
* Management of contractors including HTM permit control
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Fully competent (AP/CP Appointed) in the fault diagnosis, maintenance, repair assets to include but not limited to Mechanical systems such as LTHW Heating Systems, CHW Systems, Steam distribution systems, Hot Water Calorifiers, Refrigeration, Air Handling Units / Ventilation Systems, Compressed air and Medical Gas Systems**
* **Carry out Planned Maintenance of Mechanical Devices in line with current regulations and manufacturers recommendations**
* **Comparison and utilisation of technical documents as issued by the Department of Health**
* **Interpretation of technical terminology used in the Mechanical infrastructure**
* **The safe operation and maintenance of all plant and equipment within PFI Hospital site. Carrying out a range of repairs and new works to a high standard. Working on own initiative when applicable or as part of a team**
* **Supporting the Engineering Management team to ensure contractual response and rectification times are met. Producing required support documentation reports to meet contractual requirements.**
* **Undertaking Authorised Person and/or Competent Person responsibilities in relation to specified systems**
* **Ensuring services comply in accordance with the Project Agreement, legislative, statutory and HTM requirements**
* **Contributing to the commercial management of the operational element of the contract, including management of the Performing Monitoring systems and to ensure Contract and Commercial Compliance. Monitoring contractual response and rectification times to ensure compliance and avoidance of service failure and penalties**
* **Act when there are failures in compliance or initiatives and investigate the reasons behind these and address to build and develop performance**
* **The cost effective delivery of a Planned Preventative Maintenance Service**
* **The management of a reactive maintenance service during both normal operating hours and outside operating hours of the hospital. The working requirements will involve the need to take part in a roster out of hours call out system**
* **Provide technical and professional support to all staff, colleagues, engineering supervisors and to Trust officers in order to develop a team approach**
* **To represent Hard FM in applicable working groups for ensuring compliance with all relevant Health and Safety Legislation and site specific Health, Safety and Welfare policies**
* **Maintain formal and informal communication with Trust managers related to services activities / working group. Develop good working relationships with clinical and non-clinical staff at all levels**
* **Use of IT systems to include the CAFM and BMS systems to provide, monitor and report data within the Quality Assurance and other management reporting systems**
* **Delivery of service specific on the job training for employees within the Hard FM function**
* **Provide technical engineering advice and support for the maintenance of equipment, fabric and utility services for the PFI estate**
* **Ability to effect fault diagnosis on plant and equipment of a more complex nature**
* **Additional to the role summary the post will provide cover to other direct Labour force for Holidays and unplanned absence events. During these periods additional responsibilities are below**
* **The day to day commercial management of the estate maintenance and operation. Management and operation of the Permit to Work system and Safe Systems at work**
* **The management of a team who will ensure the safe operation of all plant and equipment on the hospital site in line with the Project Agreement**
* **Provision of advice to the engineering manager for engineering materials procurement**
* **Management of a Workshop operation and activities for M&E craftsmen**
* **Provision of guidance and advice to craftsmen in order to develop skills and improve effectiveness**
* **Ability to affect a hands-on approach when required**
* **Co-operating with the helpdesk team and ensure the return of completed worksheets in a timely fashion**
* **Ensuring a safe working environment and safe systems of work are followed**
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| 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. |
| * Communication and Relationships Skills
* Knowledge, Training and Experience
* Analytical and Judgemental Skills
* Planning and Organisational Skills
* Patient/Client care
* Financial and Physical Resources
* Policy/Service Development
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Completion of C+G/Btec or equivalent in Mechanical Engineering, recognised Mechanical apprenticeship, time served
* Proven substantial experience within mechanical trade
* Confident capable engineer able to assess situations
* Self-motivated and able to adapt to changing priorities
* Skilled in the hands on repair of all plant and equipment, having the ability to fault find, read drawings, diagnose and repair using their technical knowledge on equipment
* Able to demonstrate an aptitude for problem solving using a logical approach
* Confident and logical under pressure but must understand urgency and respond accordingly
* Prepared to work on a call out rota
* Attend external and internal courses as required
* Good understanding of Health and Safety at Work regulations
* Report writing skills
* Must be computer literate preferably with knowledge of building management systems
* Must be able to demonstrate good verbal and written communication skills with good level of mathematical skills

Desirable:* Experience in Electrical Engineering Maintenance
* Previous experience in Health Service context
* Demonstrating maturity in working with multi-discipline trade groups
* Any specialist knowledge relevant to the health care environment
* Previous steam and/or refrigeration experience
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Growth, Client and Customer Satisfaction / Quality of Services Provided | Leadership & People Management |
| Rigorous management of results | Innovation and Change |
| Brand Notoriety |  |
| Commercial Awareness |  |
| Employee Engagement |  |
| Learning and Development |  |
| Business Consulting |  |

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| 9. Management Approval – To be completed by document owner |
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| Version | Version 1 | Date | April 2019 |
| Document Owner | Isaac Banks |

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