

Job Description:
BMS Bureau Engineer

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| Function: | Government UK & Ireland, Property Professional Services |
| Job:  | BMS Bureau Engineer |
| Position:  | BMS Bureau Engineer |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Operational Asset Management Lead (BMS Service Manager) |
| Additional reporting line to: |  |
| Position location: | Swindon |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Working directly into the Operational Asset Management Lead, this exciting role involves working on a high-profile blue light service contract to provide technical support of a range of remote assets including Building Management / Building Energy Management Systems (BMS / BEMS) and Heating Ventilation & Air Conditioning (HVAC) systems.
* The role involves alarm management, 1st line remote fixes using the existing BMS and raising and management of reactive work orders for Alarms that can’t be resolved remotely 24/7/365/366.
* This is an exciting opportunity to work within a dynamic account team alongside other property professionals to drive energy and sustainability improvements on a large and publicly visible portfolio.
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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  | * BMS operation of a property portfolio of ~100 sites across the Greater London area utilising Trend IQ Vision
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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. |
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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. |
| * Provide ongoing expertise and best practice in Building Management Systems and advising the Authority of trends and innovations in this area
* Ensure that the BMS Monitoring service is conducted in line with Authority and legislative, health and safety and environmental considerations
* Continual monitoring and reaction to BMS changes and alarms (24/7/365/366) including recommended alarm changes
* Utilise BMS Management Information to feed into the Strategic Property Support Services to support optimising the running of the estate and minimising critical failures
* Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations.
* Fully comply with the Information Security requirements of the contract.
* Work in such a way that upholds and promotes the client values of professionalism, integrity, courage, and compassion.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Dealing with incoming BMS alarms from various remote sites and assessing priority/severity of alarm.
* Dealing with incoming BMS and energy management support requests to comply with relevant service level agreements (SPIs)
* Managing BMS related Work Order requests
* Maintain accurate records of all tasks undertaken on BMS & our CAFM system
* Support the Operational Asset Management Lead in analysing controls strategy and historic data to perform root cause analysis and feed into Forward Works Plan
* To work within a shift system to provide a core BMS service within an extended weekday period (Monday- Friday 06:00-21:00
* Take part in a rota to provide a reactive BMS support service outside operating hours by supporting the main Helpdesk Operators.
* To support the implementation strategies that will ensure plant is operated to its optimum efficiency taking into account seasonal and site variations
* To complete periodic review of Set points against critical design guide and best practise and recommend changes as required
* Undertake employee Appraisals / Performance Reviews including the identification of training and development where required
* Monitor performance of sub-contractors and report upwards on poor performance and opportunities for improvement
* Log, update & manage word orders to completion using the CAFM system (TRIRIGA).
* Provide cover for Service Lead when BMS Service Manager is not available (e.g., A/L).
* Identifying opportunities of energy saving initiatives
* Mentoring & training of the BMS Analyst on more complex HVAC issues.
* Induction and mentoring of BMS Analysts and more junior BMS staff
* Support the Operational Asset Management Lead in the 6 monthly review cycle of service solutions ensuring service solutions, processes and standard operating procedures are kept up to date.
* Be an active participant in your community of practice - sharing best practice and learning from wider PPS colleagues.
* To support the BMS Lead in highlighting to the contract management team areas where the service can be enhanced for consideration within stakeholder engagement and the account development plan
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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. |
| * Accurate, timely and professional completion of all allocated tasks
* Support with reducing the amount of BMS alarms by proactive management
* Key point of contact of all BMS related queries from the Helpdesk & M&E engineers
* To support the sites’ operations by engaging with the customer, M&E suppliers, and contractors for an optimized operation of the BMS
* Adhering to all company policies, procedures, and business ethics codes
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| 7. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively |
| * A team player who is willing to both support in the provision of actionable insight for senior stakeholders and lead on the day-to-day service provision of the BMS.
* HND or NVQ or equivalent in a relevant mechanical or controls subject
* BMS or BEMS engineering experience. Trend IQ Vision a plus but not essential
* Trend IQ Vision 4-day engineering course- Desirable
* 5 years’ experience in mechanical building services and plant engineering with a working knowledge of controls system.
* Logical approach to alarm fault finding
* Remote support centre environment experience
* Energy management experience
* IOSH Managing Safely
* Microsoft Office knowledge
* CAFM system experience
* Applicants need to be eligible to pass security vetting carried out by the Client
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| 8. Competencies –  |
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| * Communicates effectively
 | * Being resilient
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| * Drives results
 | * Cultivates innovation
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| * Optimises work processes
 | * Collaborates
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 20/06/2022 |
| Document Owner | Rena Theocharidou |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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