

Job Description: MAF Operative

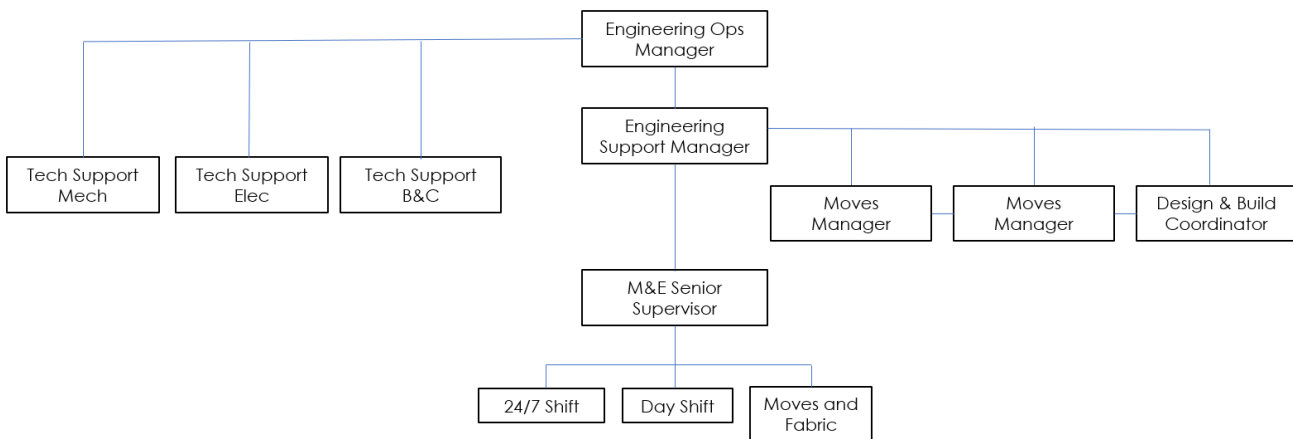


Function:	Energy and Resources
Position:	MAF Operative
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Davina Fenlon – Engineering Support Manager
Additional reporting line to:	
Position location:	Shell London Campus

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

Delivery of varying portorage and handyman works on the London Campus within agreed client SLAs
This role will cover works related to planned maintenance, reactive maintenance, projects and office moves.

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.



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.

The role is to supply portering and handyman maintenance across the London Campus

- Have the ability to manage conflicting priorities in a complex working environment
- Ownership of areas and tasks
- Deliver service with pride within SLAs
- Liaise with internal and external customers, Client and other Sodexo staff at all levels.

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

- General portering duties
- Set-ups for meeting rooms and events
- Furniture installs and decoms
- Furniture repairs including but not limited to: cabinets, furniture locks, chairs, desks and fixings
- General handyman duties including but not limited to: Decorating, wall repairs, flooring, carpeting, ceiling tiles
- Completion of MAF PM as assigned
- Office moves as per plans provided by Moves Managers, Design and Build Coordinator or Project Managers
- Hosting of 3rd party contractors
- L8 Assistance
- Reactive support to wider Tech Services team
- Use of EZMax (via tablet device) to complete and raise tasks including adding: RAMS, Labour, Log notes and asset linking
- Order of parts and materials as required for works via
- Communicating with the customer and other Sodexo departments
- Maintain a safe, secure, and healthy work environment by following and enforcing local site standards and procedures whilst complying with legal regulations

- Flexibility to work out of hours and at weekends

- Flexibility to carry out other reasonable requests from all Tech Services Managers to support the wider team.

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.

- Delivery of a consistent level of service, within the company's standards, to the contract specification and service offer
- Compliance to company policies and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Develop an effective and structured relationship with both internal and external clients/suppliers
- Client satisfaction

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

- Previous experience in a previous porterage/handyman role
- Manual handling skills / training
- Fire Door Inspection Training desirable
- L8 training desirable
- Asbestos Awareness
- Experience using EZMax/Maximo preferred
- Computer literate in Microsoft
- Ability to manage your own workload and prioritize works accordingly
- Experience working in the building services industry in a major corporate office environment
- Strong customer services skills and experience
- Service orientated attitude combined with innovative thinking
- Strong team player within a high-quality customer service operation
- Communicate effectively with a wide range of customers and multi-service team service personnel to achieve results within SLA
- Knowledge and experience of a range of handyman maintenance activities
- Understanding of Risk Assessments

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

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change
<ul style="list-style-type: none"> ■ Brand Notoriety 	<ul style="list-style-type: none"> ■ Business Consulting
<ul style="list-style-type: none"> ■ Commercial Awareness 	<ul style="list-style-type: none"> ■ HR Service Delivery
<ul style="list-style-type: none"> ■ Employee Engagement 	
<ul style="list-style-type: none"> ■ Learning & Development 	

8. Management Approval – To be completed by document owner

Version	2	Date 12 th July 2024	
Document Owner			

Name:

Signature:

Date: