

Job Description: CAFM Administrator



Function:	Hard FM
Position:	CAFM Administrator – Band A
Job holder:	Vacant
Date (in job since):	Not Applicable
Immediate manager (N+1 Job title and name):	Deputy Estates Manager, Carl Gibbs
Additional reporting line to:	Estates Manager, Simon Bengé
Position location:	Stoke Mandeville Hospital

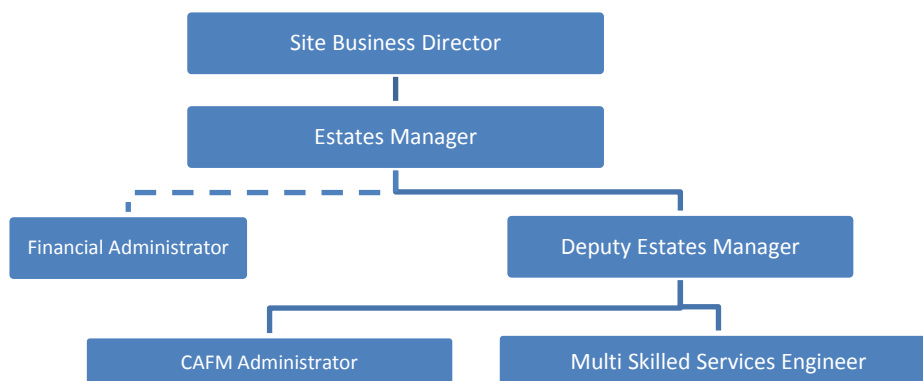
1. Purpose of the Job – State concisely the aim of the job.

To monitor, plan and schedule both the PPM and reactive workloads for both in-house staff and Contractors. Responsible for the administration and operation of the Computer Aided Facilities Management (CAFM) system from an Operational Maintenance Perspective. In conjunction with Management, carry out quality and performance checks and reviews in premises administered by the Sodexo, Healthcare Estates Department.

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 FY15:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none">▪ Personal presentation must be of a high professional standard.▪ Strong sense of customer focus.▪ Prepared to contribute to how the department operates							

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.



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.

- To provide Hard FM Services in accordance with the PFI Contract.
- To have a clear understanding of client relationships between the SPV (Special Purpose Vehicle), NHS Trust and Sodexo.

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

Workload Monitoring, Planning & Scheduling

1. *To work with minimal supervision as requested.*
2. To continuously monitor the call list on CAFM for incoming work requests and ensure that :-
 - The Service Level Agreement (SLA) priority assigned by the Helpdesk is justifiable, given the work content details, and change if required.
 - The work content details give sufficient information for the work to be effectively carried out.
 - Duplicate work requests are eliminated, where possible.
 - Work Orders are created from Call requests.
3. *To continuously monitor the work order list on the Computer Aided Facilities Management (CAFM) system ensuring that :-*
 - Work Orders are batched into skill and location groups to ensure the most effective and efficient service delivery that helps achieve the KPI priorities and SLA time lines set against each job is attained.
 - The Maintenance Operatives have a manageable number of Work Orders to sustain their work flow rate, while not overloading.
 - The Maintenance Operatives give an acceptable level of feedback, on rectification actions taken or any problems/issues they encounter which could be useful in future fault rectification.
4. To review on a regular basis Work Orders those has been suspended and ensure that the reason for their suspension is identified in the relevant section of the Work Order record on CAFM.
5. To monitor and progress (via third parties in some cases) the actions on suspended Work Orders to a successful completion.
6. Co-ordinate the transfer of Work Orders between skill sets and shifts to effective completion within KPIs and SLAs.
7. Co-ordinate Stores requirements to ensure timely ordering, delivery and issuing of spares and materials to ensure KPIs are met, progressing and chasing overdue items.
8. Arrange access with clients when required and reschedule Work Orders to suit.
9. Monitor PPM workloads and issue to ensure that they are completed on a priority basis, with priority 1 (statutory) being highest, ensuring that if all priority 1 PPM is not completed by due dates that the Estates Managers (EM) and Deputy Estates Manager (DEM) is made aware.
10. Monitor the PPM workloads to ensure that any non priority 1 work which is missed during the month is identified

to the EM & DEM.

11. Inform Clients of schedule PPM works which could be disruptive to their service delivery.
12. Ensure that Work Orders are raised to cover any remedial actions identified on PPM work, both in-house and contractor.

Computer Aided Facilities Management (CAFM) Systems Support

13. Ensure that the Asset Register is up-to-date regarding additions, deletions and changes, in particular those created through New Works
14. Ensure all assets are assigned to their correct location and data field sets.
15. The relevant maintenance plans are applied to assets as defined by the EM.
16. The correct task descriptions are linked to all maintenance plans as defined by the EM.
17. The correct H&S information is linked to assets and maintenance tasks as defined by EM.
18. All work carried out by in-house staff and Contractors, for both planned maintenance and reactive, is recorded against the appropriate asset and that all spares and materials used are recorded against the correct asset.
19. All Supplier lists are kept up-to-date on the CAFM Systems.
20. All Staff resource lists are kept up-to-date on the CAFM Systems.
21. All aspects of systems security are maintained including setting up new users, assigning permissions and reporting on user activity.
22. Be a key member of a CAFM Systems user group to discuss current systems issues and seek input from users regarding ongoing development of the system, playing a pro-active role in the development of the system as required.
23. To ensure quality information is delivered to users through a range of reports and other media in accordance with departmental timetables or users' requirements
24. Participate in the on-going review of information requirements of users within the Estates Maintenance team.
25. Liaise with the Sodexo's CAFM support on various hardware and software related issues, including upgrades and back up's.
26. Liaise with the Helpdesk to ensure that the correct level of accurate information is recorded on reactive tasks reported to them, ensuring that they have sufficient up-to-date information regarding the status of all outstanding work, either via interrogation of the CAFM system or verbally, to enable them to answer customer enquiries.
27. To take lead on development and review policies and practices for Estates planning

Technical

28. To assist the EM in identifying, by perennial analysis, assets that are failing on a regular basis or have in proportionate cost expenditure compared to their asset value, so they may be considered for life cycle replacement
29. To assist the EM in identifying assets which could be under or over- maintained on planned maintenance by analysing reactive call data.
30. To provide the Supervision and Management with up-to-date reports on request, showing the status of various workloads of different types and categories.
31. To input into the Estates Maintenance Services Monthly report as required.
32. Through the management, to maintain an awareness of current and changing legislation, guidance and

standards which could affect asset maintenance planning on the CAFM system?

- 33. To keep up-to-date with changes in NHS & Sodexo Policies and understand their implications for the organisation.
- 34. *To reflect a flexible and professional approach to their responsibilities and provide an active input to updating procedures to improve efficiency of site plant and machinery.*
- 35. To participate in Sodexo and departmental initiatives to improve productivity and working methods.
- 36. To value diversity and promote equality, ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

Quality & Performance

- 37. In conjunction with management, prepare randomly selected lists of reactive and PPM work for the purpose of quality checks and carries out physical quality checks, and document findings, taking corrective actions as required.
- 38. To produce performance reports and review to ensure that any unacceptable performance levels cannot be improved through changes to workload planning and scheduling.

EDUCATION AND LEARNING

- 39. To assist in identifying the systems' training needs and requirements of users and the provision of this through both formal and informal training, liaising with external expert providers as appropriate.
- 40. To assist in the process of designing and producing appropriate training packages.
- 41. *To share knowledge acquired on training courses with colleagues.*
- 42. *To liaise with all members of Staff and Contractors in arranging training/ familiarisation sessions.*
- 43. *To undertake training as required, enabling staff to perform their duties*
- 44. *Competently and to keep up-to-date with new developments and technology.*
- 45. Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning.

FINANCIAL MANAGEMENT

- 46. To assist in providing accurate costing of labour hours/materials required where directed, for new/additional work as approved by the EM or DEM.
- 47. To Assist the Financial Administrator in producing purchase orders for various works.

GOVERNANCE

- 48. Ensure compliance with Sodexo policies, procedures and guidelines for self and others, by taking action/alerting senior management team if practice appears to contravene policy, or if concerned about any aspect of patient care.

HEALTH & SAFETY

- 49. *To ensure all relevant Health and Safety, COSHH and Permit to Work Regulations are adhered to at all times.*
- 50. Report any deficiency in Health and Safety systems or documentation to own Line Manager or Manager of area concerned.
- 51. To attend Occupational Health for health surveillance for monitoring as laid down by Sodexo Policy.
- 52. Co-operate with and attend training provided for Health and Safety purposes.

MISCELLANEOUS

- 53. To establish and maintain good working relationships with all CAFM system users and other staff in support of their reporting requirements
- 54. To undertake any other duties as required, which are consistent with the grade and nature of the post.
- 55. To comply with the requirements of the Data Protection Act with regard to the confidentiality of personal information and patient confidentiality.
- 56. *To work additional hours as required.*
- 57. To maintain up to date skills and knowledge, and maintain an awareness of patient led service issues
- 58. To maintain a professional/personal portfolio
- 59. To adhere to Sodexo policy, procedures and guidelines,
- 60. To adhere to Trust standards of behaviour and expected performance.

General Responsibilities :

- Any other duties, which may be requested by the manager, to facilitate the smooth running of the department.
- This job description is not exhaustive and can be altered as the post develops, or with changes in service requirements. Such changes will take place in consultation between the post holder and the manager.

Policies & Procedures:

- The post holder is responsible for complying with the Sodexo's corporate policies and procedures. These serve as a basis for regulating the conduct of activities in a consistent manner, and are required to satisfy the proper discharge of statutory, professional and legal responsibilities and provide a disciplined framework within which actions take place.

Confidentiality:

- The post holder may be required to maintain confidential information about persons employed by Sodexo. Relaxation of this stipulation will be possible within the conditions laid down in Sodexo policies, and as per the Data Protection Act 1998 and Freedom of Information Act 2000.

Equal Opportunities:

- Sodexo is an equal opportunities employer and aims to ensure that no applicants or employees are discriminated against on the grounds of their gender, race, colour or nationality, marital status, pregnancy, age, disability, social background, ethnicity, religion, belief or sexuality. The post holder is at all times expected to promote and implement Sodexo's equal opportunities policy and procedures.

Safeguarding:

- Sodexo is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to undertake this commitment.

Infection Control:

- Infection prevention is the responsibility of each individual. Employees are required to strictly adhere to the Client's *Infection Control Policy*, procedures and guidelines and should actively encourage other staff and visitors to comply. In particular, ensuring that you use appropriate hand hygiene practices at all times.

Risk Management / Health & Safety:

- The post holder is responsible for the management of risk in all the areas for which they are responsible. The post holder is also responsible for ensuring compliance with Sodexo's *Health and Safety Policy*. The

post holder must ensure that duties are carried out in accordance with health and safety regulations. The post holder should not endanger the health and safety of him/herself or others whilst at work.

Smoke-free Environment:

- Stoke Mandeville Hospital NHS Trust is a smoke-free environment. Staff, patients and visitors to the Trust are not permitted to smoke anywhere on site, including all hospital buildings and grounds.

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.

- Be an essential part of the management team to ensure the safe operation of all plant and equipment on the site.
- The effective delivery of the Planned Preventative Maintenance Service.
- Assist in the provision of a reactive maintenance service during normal operating hours of the site.
- Assist in the provision of an emergency reactive maintenance service outside operating hours of the site.

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

Essential

- Excellent organisational skills with the ability to organise others.
- The ability to listen to others understand and interpret their views analysis and provided advice/solutions.
- Excellent oral and written communication skills with the ability to communicate effectively with both technical and non-technical staff.
- Excellent interpersonal skills with the ability to work closely and effectively with staff at all levels within the organisation.
- Must be able to set and negotiate priorities with the customer & contractors for themselves, and subsequently programs workload to achieve results and meet deadlines.
- Able to concentrate and focus on a range of issues.
- Excellent communication skills
- Sound IT knowledge and experience.
- Capable of working in a demand driven service.
- Process and Procedure writing skills

Desirable

- Qualification in or Knowledge of Mechanical & Electrical Building Services
- Basic report writing skills
- Experience with Personal Digital Assistant (PDA's) systems
- Understanding of Health Technical Memorandums (HTMs) and any Statutory and Technical requirements for the operation and maintenance of plant and engineering services
- Experienced team worker

Applicants who do not meet the required experience stated above but who can demonstrate an ability which is deemed to be acceptable may be considered

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

<i>Sodexo core Competencies</i>	<i>Education / Qualifications</i>
<ul style="list-style-type: none">▪ Brand Notoriety	<ul style="list-style-type: none">▪ HNC or equivalent in Engineering or Building discipline.▪ Advanced MS Office skills – Word – Spread Sheets and Data-bases
<ul style="list-style-type: none">▪ Commercial Awareness	<ul style="list-style-type: none">▪ BluePrint CAFM Systems, Global Maximo or equivalent
<ul style="list-style-type: none">▪ Employee Engagement	<ul style="list-style-type: none">▪ Understanding the relationship between the Computer Aided Facilities Management system and the needs of the organization
<ul style="list-style-type: none">▪ Learning & Development	<ul style="list-style-type: none">▪ Understanding user's requirements and the concepts behind various maintenance regimes.