

# Job Description: Building Services Multiskilled Technician



Function:	Engineer
Job:	Building Services Multiskilled Technician
Position:	Building Services Multiskilled Technician
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Technical Services Manager (Aberdeen based)
Additional reporting line to:	Technical Services Manager (Shetland based)
Position location:	Aberdeen

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

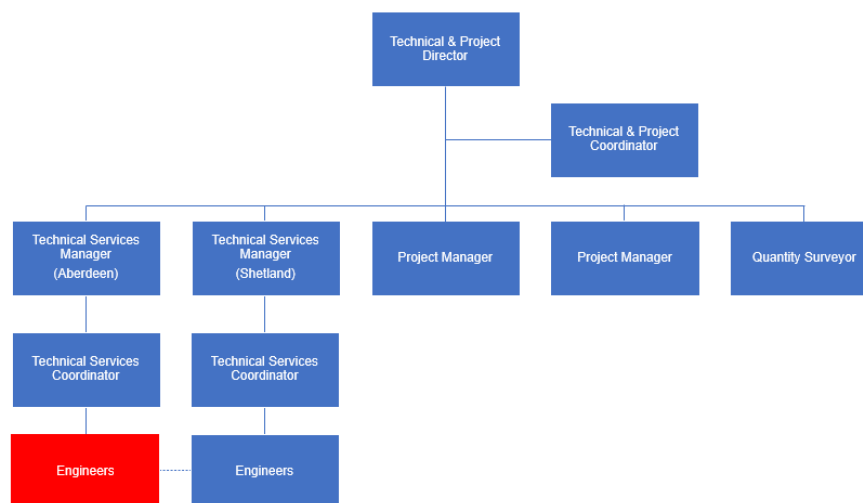
- Support delivery of statutory, legislative, and mandatory building services multi-disciplinary maintenance on Client sites.
- Complete planned and reactive building services multi-disciplinary maintenance, as well as minor new works as directed.

## 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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

## 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.

- Complete risk assessments for building services multi-disciplinary maintenance tasks and work safely at all times.
- Respond to Emergency Call Out's and attend site to provide engineering expertise 'out of hours'.
- Manage a variety of reactive tasks and planned activities to meet service level agreement deadlines.
- Keep up to date with any changes in legislation and best practice relating to the work being completed
- Supervision of specialist sub-contractors
- Be flexible and adaptable in approach to work location

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

- Diagnose faults and repair building services multi-disciplinary assets within technical capability
- Undertake routine maintenance and ensure that systems are maintained to the appropriate standard as defined by relevant regulation and best practice
- Carry out like for like asset replacement and minor new works as directed.
- Build professional relationships with all stakeholders (client and own team)
- Guide and support apprentice activities
- Makes decisions within parameters set by line Manager using job/specialist experience
- Awareness of cost/benefit applicable to the tasks performed
- Awareness of sustainability and the impact your actions make on it

**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.

- Report to supervisor, keeping them informed of activity progress and highlight any problems
- Maintain tools, equipment, PPE in a good working condition
- Comply with Health, Safety, Environmental and trade/industry regulations in accordance with statutory and contractual requirements
- Provide accurate records of time taken for tasks, materials used and any other information required to ensure efficient service delivery
- Complete training and competency assessments

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

- Appropriate experience approx. 2 years
- Practical engineering skills, including working knowledge of engineering compliance and engineering standards best practice
- Practical experience of working independently in a technical maintenance environment
- Practical experience of working to health and safety standards
- IT literate with experience of using Microsoft Office applications and Computerised Maintenance Management Systems
- Ability to self-manage and self-plan workload to meet set deadlines
- Understand Helpdesk procedures and workflow requirements
- Ability to communicate with customers and team members
- Building Services competence with NVQ level 3 or equivalent qualifications
- Practical experience of working with safe systems of work and following procedures

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

Customer focus - Level 2	Qualified in Building Services engineering to NVQ 3
Resourcefulness – Level 2	
Being resilient – Level 2	
Ensures accountability – Level 2	
Communicates effectively – Level 2	
Optimises work processes – Level 2	

**9. Management Approval** – To be completed by document owner

Version		Date	
Document Owner			