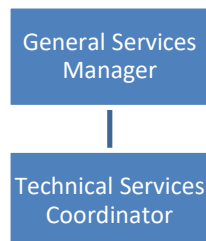


# Job Description

<b>Position Title</b>	<b>Technical Services Coordinator</b>		<b>Department</b>	<b>MARS Wrigley Confectionery</b>
<b>Generic Job Title</b>	Technical Services Coordinator		<b>Segment</b>	<b>Corporate Services</b>
<b>Job Holder</b>			<b>Location</b>	<b>Paddington, London</b>
<b>Reports to</b>	<b>General Services Manager</b>		<b>Office / Unit name</b>	<b>Facilities Engineering</b>

## 1. Organisation structure



## 2. Job Purpose

Delivering a professional Technical Services function, ensuring services and equipment are maintained and continue to operate to the required standards.

'Face of Sodexo' for client issues/breakdowns – professional and courteous communication. Full understanding of client requirements.

## 3. Accountabilities or "What you have to do"

### Quality Arrangements

Accountable for ensuring that Regulatory activities are carried out, in compliance with MARS Quality System and the Company IMS as defined in MARS and Sodexo Cross Site SOPs, Processes, local SOPs together with any adopted procedures.

Maintenance of equipment and infrastructure to ensure appropriate and correct operation, to efficiently and reliably operate within specification while ensuring that records are maintained as required by Operational, Regulatory and Statutory practice. Duties and responsibilities include:

- Reporting to line manager, 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
- To diagnose simple faults and to test and repair building services, furniture, fixtures and fittings including all fabric of the buildings
- Site 'Champion' for Building Management System (BMS) and CMMS (Maximo)
- Basic electrical, plumbing, mechanical, carpentry, painting & decorating tasks
- Identify life cycle issues and raise these with possible recommendations
- To report on defects / symptoms of impending issues across facilities and infrastructure and ensure all data is entered into the company CMMS (Maximo)
- Complete Technical Services risk assessments for all standard tasks and always work safely
- Respond to Emergency Call Out's and attend site to provide engineering expertise 'out of hours'
- Ensure that all work on PPMs is issued completed and and closed in full compliance with the business requirements
- Planning and scheduling of PPM works with the 'Digital Intelligence Hub'
- To ensure all work is carried out as planned and/or breakdown maintenance, fault finding, installation of engineering equipment and systems is carried out in accordance with the correct procedure
- Assisting the General Services Manager on all matters appertaining to Operational matters, Regulatory and Statutory compliance
- Initiate and receive Permits to Work in accordance with MARS/SODEXO Procedures
- Managing and monitoring subcontractors working under your direct control
- Be fully aware of Service Level Agreements between Sodexo and MARS to ensure its requirements are met
- Complete training and competency assessments
- To identify further training as part of the appraisal system to ensure that applicable levels of skilled competence are maintained
- To carry out their duties in compliance with MARS, Sodexo procedures and their responsibilities under the Health and Safety at Work Act
- To cover operational duties where necessary on behalf of the **Facilities Coordinator** if he/she is off site.

**Critical Performance Standards:**

- All reactive and planned maintenance work orders, where practicable, are completed within SLA targets or better
- Ensure that response to urgent alarms and customer requests is undertaken within accordance with SLA's
- Ensure that response to non-urgent alarms and customer requests is undertaken within SLA targets.
- Implementation of PPM schedules within the agreed programme
- All areas of work to be kept clean and free from debris
- Maintain a high standard of work in all jobs undertaken
- Be efficient, effective and courteous to encourage and gain the respect and goodwill of our customers

#### **4. Health, Safety Environmental Arrangements**

- Raise and or follow task-based risk assessments, COSHH, Manual Handling and Display Screen Equipment ensuring that controls are fully met
- Carry out high risk tasks in full compliance with MARS and / or Sodexo Procedures, Guidance and Rules, and in accordance with responsibilities / duties specified within Sodexo Arrangements when appointed as an Authorised / Competent Person
- Clean up areas on completion of engineering work and maintain the cleanliness of plant, equipment, plantrooms and switch rooms ensuring that the site is free from engineering debris and waste

- Act as a receiving authority under both MARS and Sodexo Permit to Work systems when trained and authorised to safely carry out the duties and responsibilities of an authorised and or competent person

#### 5. Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Planned, Corrective and Reactive maintenance activities under your control are completed within contract timescales
- All H&S requirements are undertaken
- Reports are completed, and work administration is updated to a high standard and contains all required information.
- Positive feedback from the management team and other key stakeholders
- Accomplishes set goals - Demonstrates a constructive approach when faced with obstacles. Committed to delivering the tasks required. Resourceful and self-driven
- Analysis and Decision Making – Makes appropriate decisions. Speaks confidently and coherently. Can analyse problems and propose suitable solutions
- Leadership – Takes responsibility when needed. Acts with initiative. Demonstrates energy and enthusiasm. Seeks opportunities to develop self
- Working with others – Works effectively as part of a team. Shares ideas and information with the team. Responds helpfully and courteously to requests for information or help in a timely manner. Communicates effectively and is a good listener. Keeps an open mind when listening to the views or ideas of others. Makes a confident contribution in all situations

#### 6. Knowledge, skills and experience

- 5 years' experience in building services
- Technical qualification in electrical/mechanical skill
- Good communications both written and verbal
- Numerate and computer literate.
- Regulated working background
- 5 years experience in leading/managing teams

Desired:

- City & Guilds parts 1,2,3 Electrical or equivalent
- 18th Edition IEE Regs

#### 7. Contextual or other information

- Training will be required to undertake certain aspects of the role
- Travel may be required to attend other sites for training and meetings

#### 8. Dimensions

Financial	None
Staff	None
Other	None

## Contextual or other information

I have read and understood my Job Description

**Job Holder Signature:**

**Date:**

**Manager Signature:**

**Manager Name** (PRINT):

**Date:**