

Job Description: Maintenance Officer

Function:	Integrator, Government & Agencies
Position:	Maintenance Officer
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Maintenance Operations Manager
Additional reporting line to:	
Position location:	Belfast

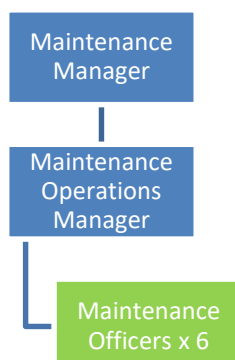
1. Purpose of the Job – State concisely the aim of the job.

- Be an essential part of the management of a team who will ensure the safe operation, installation, maintenance and repair of multiple M&E services, building fabric and specialist equipment on site.
- Co-ordinate labour (direct and sub contract) to ensure delivery of the Planned Preventative Maintenance, Reactive Maintenance and Micro Projects across a complex portfolio of buildings.
- Drive accurate and timely reporting in line with client expectations / specifications.

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 FY20/21:	EBIT growth:	Growth type: n/a	Outsourcing rate:	n/a	
	EBIT margin:				
	Net income growth:		Outsourcing growth rate:	n/a	
	Cash conversion:				
Characteristics	<ul style="list-style-type: none">▪ Working within a team of circa 6 Maintenance Officers covering specific regions and specialisms▪ Feeding into the wider Integrator team as necessary▪ Ensuring on time and on budget delivery of a complex range of services to a divers site portfolio (comprising over 150 properties totalling circa 300,000 m2).▪ Daily / Weekly / Monthly reporting requirements.▪ Delivery of maintenance services in line with contractual KPI's				

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.

- Cover multiple sites dispersed throughout your area
- Having a good working knowledge of various M&E / Building Fabric systems
- Having a good working knowledge of relevant statutory and mandatory regulations associated with these systems
- Delivering maintenance and project activities within agreed timeframes and budgets
- Providing accurate and timely reporting
- Keeping accurate records of all activities
- Scheduling and attending meetings with various internal and external stakeholders
- Managing multiple contractors and ensuring correct documentation is in order to undertake the required works
- Reacting to ad-hoc client request
- Understanding the budget and managing costs
- Auditing as required to maintain quality of services delivered

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

- Regular liaison with client to ensure a continuous dialogue and build confidence in delivery
- Act as responsible person on allocated systems and provide training to end users as necessary
- Provision of reports as required by contract including any reasonable ad-hoc reporting
- Management of and regular meetings with all supply-chain to ensure contract compliance and the application of KPIs where applicable
- Undertaking continual assessment of quality of contract services delivery
- Providing advice and guidance to the contract team in all aspects the of the M&E and building services associated with the contract
- Participate in the on-call rota, providing out of hours cover for the helpdesk
- Focus on the continuous improvement of service delivery and put forward suggestions as necessary
- Ensure delivery a high-quality service through robust auditing and compliance with contract specifications
- Ensuring that all works undertaken are appropriately documented to ensure full traceability
- Ensure all staff and contractors comply with the requirements set out in the Health, Safety, Environmental and Sustainability policies of both the client and Sodexo
- Respond appropriately and in a timely manner to emergencies and issues as they arise on the client's estate
- Coordination of various internal and external stakeholders as necessary to deliver required services;
 - Reactive maintenance
 - Planned Preventative Maintenance
 - Remedial works
 - Micro Works / Small Projects
- Responsible for management of Health and Safety related tasks and provide technical support / advice to colleagues and client
- Managing, scheduling and coordinating assigned real estate services in line with statutory requirement
- Responsible for the upkeep of accurate asset data across the estate.
- Working as part of a team, sharing knowledge of specialism

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.

- Undertake any training as necessary to carry out duties
- Delivery of services on time and on budget
- Undertake the collection and provision of data related to all estate maintenance operations

- Reviewing ongoing performance levels from data/reports produced by the CAFM/Quality Assurance system. Initiating appropriate actions to ensure agreed performance standards are maintained including if necessary producing and implementing service improvement plans. Carry out reporting as identified in QA system
- Maintain formal and informal communications with client staff members related to service levels and issues
- Remain flexible with the ability to work under pressure whilst looking for continual improvements to service delivery
- Fully aware of relevant Health and Safety and general legislative matters
- Responsibility for ensuring compliance with all relevant Health and Safety legislation and site-specific health, safety and welfare policies
- Ownership of weekly and monthly reporting
- Ensure contractors adhere to prescribed procedures and processes such as permit to work, signing-in, maintenance standards and provision of documentation
- Support in the provision of a reactive maintenance service 24/7
- Responsibility for the operation of the Permit to Work System
- Encourage and participate in departmental energy saving schemes and promote the understanding and importance of the economic use of energy
- Regular visits to sites to coordinate activities and conduct audits and inspections
- Monitor site performance of sub-contractors and remediate any failings
- Use of IT systems to provide/monitor data within the CAFM, Quality Assurance and other management reporting systems

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

Preferable:

- HND or equivalent in a relevant subject
- Experience of Construction Design Management Regulations (CDM).

Essential:

- Minimum of 5 years' experience in a similar role
- Relevant level 4 qualification such as NVQ, professional diplomas or HNC
- Driving license
- Proven track record in the successful management of maintenance services on a complex estate
- Proven track record in the delivery of micro works on a complex estate
- Demonstrable experience of PPM specifications and standards
- Solid understanding of statutory compliance requirements
- Experience understanding and delivering contractual requirements such as audit and reporting
- Experience managing multiple contractors on a complex estate
- Strong stakeholder relationship skills
- Excellent communication skills both written and verbal.
- Strong planning and problem-solving abilities
- CIBSE Low Carbon Consultant or Assessor
- Leadership in Energy and Environmental Design (LEED) or BREEAM assessor
- Experience/knowledge of sustainability/environmental ISO and BS standards
- Financial business case development (MACC, OPEX, CAPEX, NPV)
- Experience of working with or for a Facilities Management organisation
- Experience of CAFM / CMMS systems
- Experience of the Government Services sector or large estate services supplier

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

- Employee Engagement
- Brand Notoriety
- Rigorous management of results
- Growth, Client & Customer Satisfaction / Quality of Services provided
- Change and Innovation
- Client relationship management

9. Management Approval – To be completed by document owner

Version	1.0	Date	29-06-2020
Document Owner	Craig Murdock		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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