Job Description:

CAFM Assistant

Function:	Hard FM (Estates) Healthcare
Position:	CAFM Assistant
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	ASOMP Manager
Additional reporting line to:	N/A
Position location:	Queens Hospital Romford

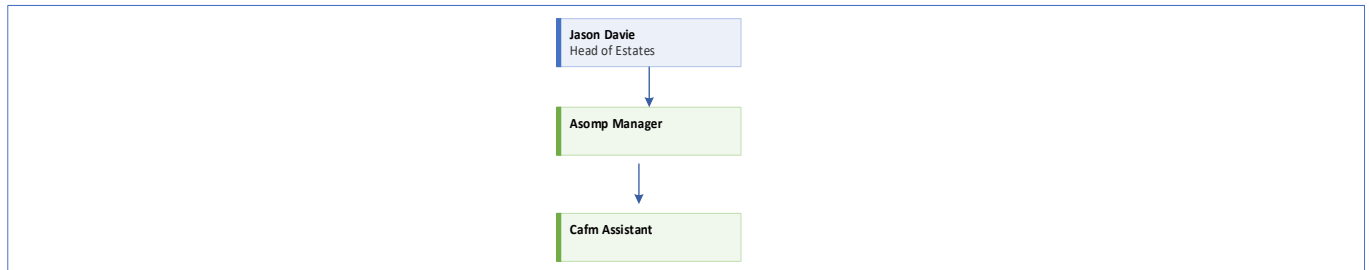**1. Purpose of the Job** – State concisely the aim of the job.

The primary purpose of the CAFM Assistant is to provide essential day-to-day support to the ASOMP Manager and assist with the operation of the CAFM system used by the Hard FM team at the hospital. This role ensures the efficient planning, scheduling, and monitoring of both planned and reactive maintenance tasks. The CAFM Assistant helps maintain compliance with service level agreements (SLAs), regulatory standards, and operational efficiency.

By actively supporting the CAFM system, the CAFM Assistant contributes to the continuous improvement of maintenance processes. This includes monitoring system performance, generating detailed reports, and ensuring that all maintenance tasks are completed accurately and within set timelines.

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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:	EBIT growth:		Growth type:	n/a	Outsourcing rate:	n/a	
	EBIT margin:						
	Net income growth:				Outsourcing growth rate:	n/a	
	Cash conversion:						
Characteristics	▪						

3. Organisation chart –

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                    ┌──────────────────┐
                    │ Jason Davie      │
                    │ Head of Estates  │
                    └──────────────────┘
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                             ▼
                    ┌──────────────────┐
                    │ Asomp Manager    │
                    └──────────────────┘
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                    ┌──────────────────┐
                    │ Cafm Assistant   │
                    └──────────────────┘
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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.

- Present data and information in standard format for technical managers
- CAFM system monitoring
- Ensuring financial penalties are not incurred

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

- Daily CAFM Support: Provide ongoing support for the CAFM system, specifically assisting the managers and supervisors with the operation and coordination of planned and reactive maintenance tasks.
- Scheduling & Maintenance Planning: Schedule and report on maintenance plans using the CAFM system, ensuring alignment with HTM's and other regulatory guidelines.
- Performance Monitoring: Track and report on system performance, specifically - PPM (Planned Preventive Maintenance) schedules
- Reactive maintenance completion and response times
- Reporting: Prepare and provide daily, weekly, and monthly reports, including but not limited to:
  Reactive Extension Requests
  Denied Access reports
  Daily reports on upcoming PPMs and tasks due to fail
- System Monitoring: Actively monitor the Maximo CAFM system for task progress and performance. This includes ensuring that:
  All reactive tasks are addressed and completed within SLAs
  All planned maintenance tasks are scheduled and completed on time
- Log Maintenance and Records: Ensure accurate documentation, including:

Capturing log notes and labour records for all tasks, including planned maintenance

Attaching evidence (e.g., completed work sheets, photographic evidence) for statutory maintenance tasks

- Corrective Maintenance (CM): Raise and monitor corrective maintenance tasks, ensuring timely completion.
- Support for Lifecycle Claims: Retrieve and provide maintenance records as needed to support lifecycle claims and verify job completion.
- Workload Monitoring: Monitor the workloads of engineers to proactively identify and mitigate any potential delays or failures.
- System Data Cleansing: Oversee data integrity in the Maximo system by ensuring that all jobs progress from 'completed' to 'financially completed' to 'closed.'
- Superuser Training: Participate in and support Superuser training for the CAFM system, enhancing overall system proficiency and troubleshooting capabilities.

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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.

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- Perform data and trend analysis.
- Provide comprehensive knowledge of the Cafm system
- Ensure all asset and ppm scheduling records are kept up to date and available for auditing
- Use Scheduling and Planning functionalities in Maximo system to ensure the most efficient utilization of resources (based on workload / qualifications).
- Attend training and coaching sessions and incorporate any changes necessary in duties, methods, working procedures.
- Ensure Sodexo's commitment to ethical principles and sustainable development are achieved and maintained.
- Ensure compliance with all Sodexo policies, procedures and directives.
- Promote and maintain Sodexo values and ethical principles.

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

- Knowledge of the Global CAFM system
- Fully competent in PPM planning and scheduling
- Have a good understanding of reactive and planned maintenance works, to enable planning of works within SLAs / KPIs.
- Excellent communication skills - written and verbal.
- Excellent planning and organizational skills
- Experience within a dynamic environment
- Developing and managing internal and external relationships to ensure desirable outcomes
- Attention to detail, quality driven approach
- Self-motivated, confident, honest and flexible, with a professional work ethic.
- Be flexible and adaptable to change

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

- Employee Engagement
- Brand Notoriety
- Commercial Awareness
- Analysis and Decision making
- Planning and organizing
- Rigorous management of results
- Growth, Client & Customer Satisfaction / Quality of Services provided
- Change and Innovation
- Team ethical behavior, working closely with peers and leadership in an open and transparent way.

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

Version	1.0	Date	01 Dec 2022
Document Owner	TW		

10. **Employee Approval** – To be completed by employee

Employee Name		Date	