

Job Description:
Deputy Technical Services Manager

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| Function: | Manager |
| Job:  | Deputy Technical Services Manager  |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Technical Operations Manager |
| Additional reporting line to: | Contract Director |
| Position location: | Colchester Garrison |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| The Deputy Technical Services Manager plays a critical role in supporting the smooth operation and management of technical services within the contract, which may include facilities management, maintenance, infrastructure support, along with technical project execution this will be delivered by:* Coordinating daily operations, assisting in managing a technical team, and ensuring all services are delivered according to industry standards, safety regulations, organisational requirements to deliver client satisfaction.
* Ensuring the reliability and efficiency of technical services and equipment across the organisation.
* Responding to technical breakdowns and managing emergency situations to minimize downtime.
* Balancing the need for routine maintenance with unplanned technical issues or project needs.
* Managing compliance with safety, health, environmental, and technical regulations.
* Supporting the adoption of new technologies and systems to improve operational efficiency.
* Coordinating with multiple stakeholders, both internal and external, to deliver services on time and within budget.
* Assist with strategic and operational maintenance management of the client’s facility delivering best practice maintenance through a team of technicians and subcontractors.
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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 FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * £17m
* Complex assets over a large 140 buildings at location
* Significant KPI deductions applicable through service failures
* Complex and diverse area
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| 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. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Assist in the management and motivation a team of 40 engineers.
* Solve technical problems in a wide range of situations on a complex site with approximately 140 buildings with 2500 onsite bedrooms.
* Assist in the onward development and change for the engineers and technical management teams, working collaboratively with the projects and asset management team where appropriate in the delivery of service.
* Assist in the management of specialist sub-contractors and supply chain partners.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Operational Management**:* + Assist the Technical Services Manager in overseeing daily operations, ensuring all technical services, equipment, and infrastructure are functioning effectively and efficiently.
	+ Ensure the timely delivery of routine maintenance schedules for equipment, facilities, and infrastructure.
	+ Act as the point of contact for emergency technical issues and coordinate the appropriate response to minimize downtime and impact on operations.
	+ Oversee the work of contractors and external service providers to ensure they meet organisational standards and timelines.

**Team Leadership and Coordination**:* + Provide line management support to the Technical officers, ensuring that team members are effectively deployed and resourced to meet operational needs.
	+ Provide guidance, training, and support to technical staff in the execution of their duties.
	+ Assist in performance management, including setting objectives, conducting 6 monthly and annual reviews, and addressing any performance issues within the team.
	+ Act as the deputy lead in the absence of the Technical Services Manager, ensuring continued smooth operations.

**Technical Project Support**:* + Support the planning and execution of technical projects, including infrastructure upgrades, equipment installations, and facility improvements.
	+ Provide input on technical feasibility and ensure projects meet compliance standards and organisational needs.

**Health, Safety, and Compliance**:* + Ensure all technical services and operations comply with relevant health, safety, and environmental regulations.
	+ Assist in conducting risk assessments and implementing necessary safety measures to mitigate operational risks.
	+ Ensure technical documentation, such as safety records, maintenance logs, and compliance reports, are maintained and updated.

**Budget Management**:* + Assist in managing budgets for technical services, including procurement of materials, service contracts, and maintenance work.
	+ Monitor expenditures and work to ensure cost-effective delivery of services without compromising quality or safety.
	+ Identify areas for cost savings through process improvements, technology adoption, or vendor negotiations.

**Continuous Improvement and Innovation**:* + Participate in identifying opportunities for improving the efficiency and effectiveness of technical services.
	+ Stay up to date with emerging technologies, equipment, and best practices in the industry, and recommend their implementation where appropriate.
	+ Lead or participate in initiatives to adopt new systems, tools, or processes to enhance service delivery.
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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. |
| * Accountable for the quality of maintenance and technical services delivery, ensuring accurate maintenance records and asset data.
* Deputise in the absence of the technical manager with delivery and management of forward maintenance and capital budget planning
* Safety culture embedded adherence to Health, Safety, Environment regulations and contract requirements
* To assist in the delivery of all statutory and non-statutory PPMs.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Demonstrated engineering skills, with knowledge of engineering compliance and engineering standards best practice.
* Demonstrated ability to prioritise and problem-solving technical issues, often under pressure, utilising innovative solutions as required.
* Demonstrated people management experience aligned to comply with health and safety standards and safe systems of work.
* Demonstrate understanding of current and changing legislation and best practice area of discipline.
* Demonstrated customer services experience and interpersonal skills.
* IT skills using Microsoft office applications and computerised maintenance management systems.
* Demonstrate practical experience of working with, and improving, Helpdesk procedures and workflow requirements procedures.
* Demonstrate practical experience with supply chain and subcontractor management.
* Demonstrate involvement and understanding of developing, managing and delivering minor engineering projects.

Desirable* Engineering competence with NVQ level 5 Electrical Certification, knowledge and experience
* Experience of QFM
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Communicates effectively – Level 4 | Collaborates – Level 4 |
| Optimises work processes – Level 4 | Builds effective teams – Level 4 |
| Challenge with Humility – Level 4 | Rigorous management results - 4 |
| Commercial awareness – Level 4 | Innovation and change – Level 4 |
| Leadership and people management – Level 4 | Business Consulting – Level 4 |

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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 21/10/24 |
| Document Owner | Craig Hill-Lyons |

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