Job Description:
Multi Skilled Services Engineer

Function:	Hard FM
Position:	**Multi Skilled Services Engineer**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Hard Services Manager
Additional reporting line to:	Contract Director
Position location:	Exeter PFI Schools

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

To carry out or oversee the repair, maintenance or installation of all plant, equipment, systems and building structure/fabric associated with the premises, administered by the PFI Hard Services department, in line with best practice, statutory compliance and service level agreements as detailed in the project's FM Service Contract. The post holder is required to have significant core experience and qualifications working on various types of Electrical and HVAC associated systems.

The post holder will be required to undertake the role within a weekly rotating early/late shift system and be prepared to assume on call responsibilities every 1 in 4 weeks

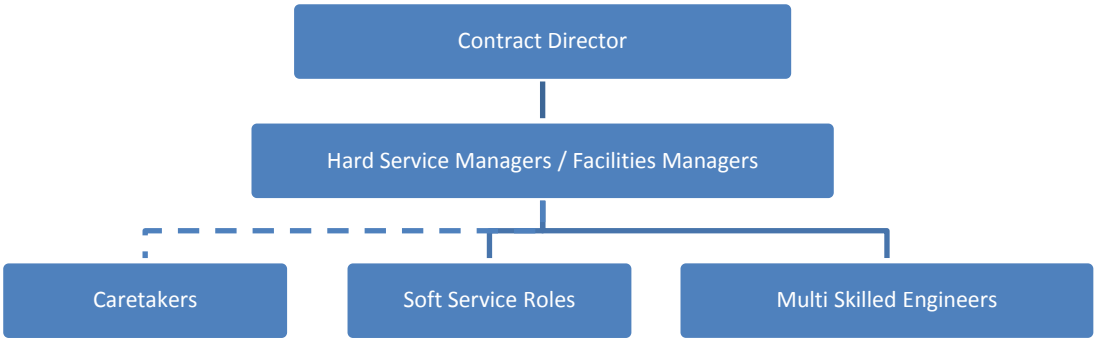
2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY15:	€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

- Personal presentation must be of a high professional standard.
- Strong sense of customer focus.
- Prepared to contribute to how the department operates

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.

- To work with contract operational and administrative staff to ensure Hard Service tasks are completed and reported effectively.
- To provide technical to Sodexo and Client Staff if required
- To have a clear understanding of client relationships between the SPV (Special Purpose Vehicle), Devon County Council, The Schools and Sodexo.

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

1. The post holder must have a multi skilled approach to a wide range of work of other trades outside your core trade skills, and be able to undertake work in a safe and effective manner, complying with all relevant safety legislation and procedures and complying with Sodexo Health and Safety Procedures on all works undertaken.
2. The multi skilled approach will require crossover beyond that of Electrical/Mechanical into the areas of general building repairs.
3. The ability to organise and prioritise own workload, where required, and to work with minimal supervision and also have the ability to work successfully as part of a team.
4. To provide cover for other Multi-Skilled engineers in cases of annual leave, sickness and vacancies.
5. At all times carry company communication devices (Mobile phone) to facilitate immediate response to emergencies during core hours and when on call.
6. Communicate with colleagues, Clients and their representatives in a polite and courteous manner at all times to ensure a high level of customer care. Keep service delivery managers up to date, at all times, with engineering and building issues that may affect their service delivery.

7. Review the stores and identify critical and regularly used items, which should be held as ‘standard stock items’ in the future.
8. To take direction and receipt of planned or reactive workloads from the Hard Services Managers or Helpdesk for completion.

TECHNICAL

9. To undertake the day to day operation, planned maintenance, fault finding and repair, periodic inspections and testing of the complete spectrum of services found in a building services environment to include -
    a. LV Sub Station Distribution and associated Electrical Systems
    b. HVAC systems
    c. Water Systems and Distribution
    d. Sanitary fittings
    e. Building Management Systems (BMS)
    f. Lifts
    g. Boiler Controls and associated equipment\services
    h. Fire Alarm Systems
    i. Building Fabric and Structure

    The above is not intended as an exhaustive list, but as an illustration to the diversity of plant and equipment to be maintained. The post holder will only work on equipment which they are deemed competent on.
10. To interpret technical schematics and drawings and utilise this information to perform planned preventative maintenance, rectification of faults and installation of new equipment.
11. Work to deadlines to ensure plant down time is kept to a minimum and key performance indicators (KPI’s) are achieved.
12. To ensure that planned preventative maintenance and associated work is implemented efficiently to specified requirements and provide assistance with improving these requirements on a continuous basis.
13. To clearly identify and record concise details of test results and actions taken when rectifying break-downs and further action required to eliminate or minimise future problems. Ensuring that these records are kept up to date at all times.
14. To communicate all necessary information regarding breakdown problems, alteration to planned preventative maintenance and technical information acquired i.e. training courses attended or technical bulletins to their colleagues.
15. To liaise and work with Specialist Contractors as requested and co-ordinate their workload.
16. To take delegated lead responsibility (this could be at Authorised, Responsible or Competent Person (CP) level) for specific plant and/or systems to ensure they operate safely, effectively and efficiently, as delegated by Hard Services Management.
17. Undertake surveys of engineering plant and services as directed.
18. To reflect a flexible and professional approach to their responsibilities and provide an active input to updating procedures to improve efficiency of site plant and machinery. Take a pro-active role in introducing improved, more constructive methods of working.

EDUCATION AND LEARNING

19. To undertake training as required enabling them to perform their duties competently and to keep up-to-date with new developments and technology.
20. Provide training, technical advice and support to trainees and other departments within Sodexo.
21. To provide the necessary support to enable apprentices to be instructed in all aspects of engineering and building services.
22. Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, supervision, action own learning requirement and by maintaining a professional/personal portfolio of learning

HEALTH & SAFETY:

23. To ensure all relevant Health and Safety, COSHH and Permit to Work Regulations are adhered to at all times
24. Report any deficiency in Health and Safety systems or documentation to own Line Manager or Manager of area concerned.
25. To attend Occupational Health for health surveillance, vaccinations, following accidents and for monitoring as laid down by Sodexo Policy.
26. Co-operate with and attend training provided for health and safety purposes.
27. Actively report all incidents and 'near misses' in accordance with Sodexo policies and procedures.

OTHER DUTIES:

28. To participate in an on-call rota (which includes weekends)
29. To maintain up to date skills and knowledge, and keep up an awareness of service issues
30. To maintain a professional/personal portfolio
31. To adhere to Sodexo standards of behaviour and expected performance
32. To value diversity and promote equality ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills

General Responsibilities:

- Any other duties, which may be requested by the Hard Services Managers, to facilitate the smooth running of the department.
- This job description is not exhaustive and can be altered as the post develops, or with changes in service requirements. Such changes will take place in consultation between the post holder and the Management.

Policies & Procedures:

- The post holder is responsible for complying with the Sodexo's corporate policies and procedures. These serve as a basis for regulating the conduct of activities in a consistent manner, and are required to satisfy the proper discharge of statutory, professional and legal responsibilities and provide a disciplined framework within which actions take place.

Confidentiality:

- The post holder may be required to maintain confidential information about persons employed by Sodexo. Relaxation of this stipulation will be possible within the conditions laid down in Sodexo policies, and as per the Data Protection Act 1998 and Freedom of Information Act 2000.

Equal Opportunities:

- Sodexo is an equal opportunities employer and aims to ensure that no applicants or employees are discriminated against on the grounds of their gender, race, colour or nationality, marital status, pregnancy, age, colour, disability, social background, ethnicity, religion, belief or sexuality. The post holder is at all times expected to promote and implement Sodexo equal opportunities policy and procedures.

Safeguarding:

- Sodexo is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to undertake this commitment.

Risk Management / Health & Safety:

- The post holder is responsible for the management of risk in all the areas for which they are responsible. The post holder is also responsible for ensuring compliance with Sodexo *Health and Safety Policy*. The post holder must ensure that duties are carried out in accordance with health and safety regulations. The post holder should not endanger the health and safety of him/herself or others whilst at work.

Smoke-free Environment:

- All Exeter PFI Schools are smoke-free environments. Staff and visitors to the Schools are not permitted to smoke anywhere on site.

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.

- Be an essential part of the management team to ensure the safe operation of all plant and equipment on the site.
- The effective delivery of the Planned Preventative Maintenance Service.
- Assist in the provision of a reactive maintenance service during normal operating hours of the site.
- Assist in the provision of an emergency reactive maintenance service outside operating hours of the site.

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

Essential

- Qualification in or Knowledge of Mechanical & Electrical Building Services.
- Time served Engineer with at least 5 years relevant post experience in a similar environment.
- Ability to Multi-task across mechanical, electrical and building disciplines at a basic level
- Good organisational skills with the ability to organise others.
- The ability to listen to others understand and interpret their views.
- Analyse and provide technical advice and solutions.
- Good oral and written communication skills with the ability to communicate effectively with both technical and non –technical staff.
- Prioritizing own workload and working under own initiative with minimal supervision.
- Experience of working within a Building Maintenance Organisation.
- Basic supervision of maintenance contractors
- A good understanding of the interrelationship between assets and their maintenance and lifecycle

requirements.

- Understand user's requirements and the concepts behind various maintenance regimes.
- Working knowledge of H & S. Working knowledge of relevant current legislation and guidance.
- Personal presentation must be of a high professional standard.
- Strong sense of client focus.
- Prepared to contribute to how the department operates
- Must hold UK driving licence
- Proof of eligibility to work in UK

Desirable

- Educated to HNC/HND or equivalent experience in an Engineering or Building discipline.
- DBS Enhanced
- Basic report writing skills
- Good leadership skills
- Experience with Personal Digital Assistant (PDA's) systems
- Understanding of Statutory and Technical requirements for the operation and maintenance of plant and engineering services
- Experienced team worker

Applicants who do not meet the required experience stated above but who can demonstrate an ability which is deemed to be acceptable may be considered

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

Sodexo core Competencies	***Desirable Education / Qualifications***
▪ Brand Notoriety	▪ Educated to HNC level or equivalent in an engineering or building discipline.
▪ Commercial Awareness	▪ Incorporated Engineer Status.
▪ Employee Engagement	▪ Appropriate professional management qualification.
▪ Learning & Development	▪ Member of a relevant Professional Body – IET – CIBSE - BIFM etc.
	▪ Trade Qualifications E.G. Electrical C&G 2365 level 2&3 diploma /Mechanical Services
	▪ Qualified as authorised Person multi discipline