

# Job Description: Technical Services Manager

Function:	Manager
Job:	Technical Services Manager ( <b>Grade H1</b> )
Position:	
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Technical & Project Director
Additional reporting line to:	Technical Services Manager
Position location:	Shetland

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

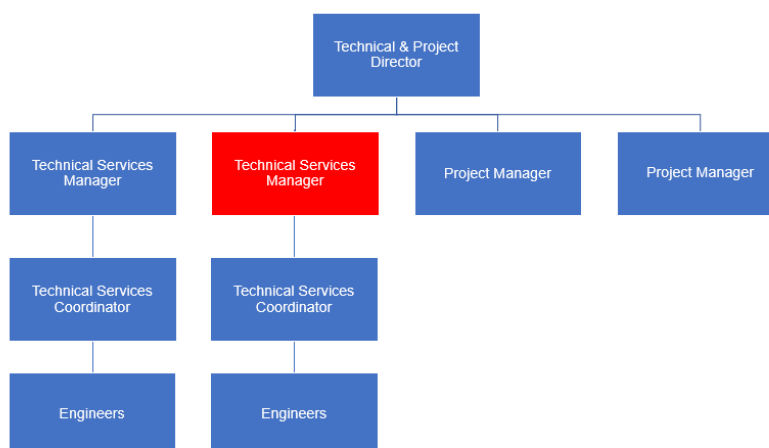
- Tactical and operational engineering management of the client's facilities through a team of engineers and subcontractors
- Provide leadership, and ensure contractual targets are met
- Ensure that all technical services activity is delivered in a safe and compliant manner
- Grow technical services and project activity in Shetland

## 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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics    ▪    Add point

## 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.

- Manage and motivate a team of engineers
- Solve technical problems in a wide range of situations
- Manage organisational change and engineering change
- Manage a variety of own and others' tasks to meet service level agreement deadlines.
- Keep up to date and communicate changes in legislation and best practice relating to Technical Services
- Manage specialist sub-contractors and supply chain partners

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

- Resource management of engineers, subcontractors and supply chain optimising these resources, balancing cost reduction with service delivery
- Implement training and competency reviews of engineers and subcontractors
- Ensure that systems are maintained to the appropriate standard as defined by relevant regulation and best practice
- Ensuring business policies and processes are effectively communicated and implemented
- Ensure appropriate controls capture compliance with legislative, statutory, policy and contractual regulation
- Build professional relationships with all stakeholders, delivering effective business communication including advice, review, leadership and contribution to management and team meetings and formal or ad-hoc reporting as appropriate
- Mentor and oversee engineering apprentice development
- Drive improvements in the sustainability impact of technical services
- Initiate and manage projects with full alignment to the Sodexo PMF and in alignment with all statutory, legislative and client processes

**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.

- Quality of technical services delivery for the contract
- Management reporting against contract deliverables for Technical Services
- Oversight and management of the quality and condition of tools, equipment and PPE being used
- Oversight of adherence to Health, Safety, Environment regulations and contract requirements
- Ensure quality of maintenance records and asset performance data
- Forward maintenance and capital budget planning
- Project delivery

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

- Engineering skills, with knowledge of engineering compliance and engineering standards best practice
- Capable of prioritising and problem solving technical issues, often under pressure, utilising innovative solutions as required
- People management experience aligned to comply with health and safety standards and safe systems of work
- Customer services experience and the ability to communicate at all levels

- IT skills using Microsoft Office applications and Computerised Maintenance Management Systems
- Practical experience of working with, and improving, Helpdesk procedures and workflow requirements
- Practical experience with supply chain management
- Develop, manage and deliver minor engineering project
- Engineering competence with NVQ level 5 or equivalent qualifications

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

Customer focus - Level 3	Qualified in an engineering qualification equivalent to NVQ level 5 or above
Resourcefulness – Level 2/3	Being resilient – Level 2
Cultivates innovation – Level 2	Collaborates – Level 2
Manages ambiguity – Level 2	Ensures accountability – Level 2
Communicates effectively – Level 2	Builds effective teams – Level 2
Decision quality – Level 3	Drives results – Level 2
Business insight – Level 2	Optimises work processes – Level 2

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

Version		Date	
Document Owner			