**TECHNICAL SERVICES SUPERVISOR**

**EXPERTISE**

Job description

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| Function: | Corporate Services - Operations |
| Position: | Technical services supervisor |
| Job holder: | Open |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): |  |
| Additional reporting line to: |  |
| Position location: | Microsoft, Cambridge |

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| 1. Purpose of the Job |
| To implement and comply with all Health & Safety policies appropriate to task and maintain a healthy and safe working environment. To supervise, plan and co-ordinate all day to day activities of Sodexo employee’s and sub-contractors, in relation to planned preventative maintenance, reactive maintenance and minor new works/emergencies in accordance with the contract requirements and service level agreements. Responsible for the delivery of hard services onsite. |

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| 2. Dimensions | | | | | | | | | | |
| 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 | | * Add point: | | | | | | | | |

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| 3. Organisation chart |
| EMEA Technical Director  Facilities Manager  Technical Services Supervisor |

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| **4. Context and main issues** |
| * Compliant delivery of Technical Services on the site * Compliance with legislative, company, and regional policy relating toHealth,Safety, and  Environmental governance * Maintaining a healthy and safe environment for staff and visitors at all times * Current and emerging industry good practice in respect of the Services * Strong customer relationships |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Implement and promote a proactive safety culture on site. * Ensure risk assessments and method statements are completed for each task, spot check staff to confirm compliance. * Ensure all permits, authority to work and safe systems of work are obtained and complied with. * Ensure that all works undertaken are compliant in line with legislation and the industry standards. * Plan PPM and reactive works, manage and allocate labour and resources as required ensuring a high productivity level is achieved. * Ensure all reactive works are completed in a timely manner, ensuring compliance with contract benchmarks. * Be flexible and work overtime on occasions when required. Participate in weekly on call rota. * Effectively manage and motivate the on-site Technical Services Engineer. * Undertake tasks as required and give advice to the site engineer when applicable in line with your skills base. * Liaise with sub-contract companies to obtain quotations against an agreed specification. * Control and manage all sub-contractors on site, ensuring that we achieve best value for money and all works are carried out safely and in line with the agreed specification. * Support the Projects Team with any project related activity on site. * Carry out HR related line management activity as required. * Liaise with the client as required. |

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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. |
| * The achievement of all planned & reactive works within the agreed SLA priorities * The production and upkeep of the 12 month planned maintenance schedule * Ensuring all statutory certification is obtained and processed on a monthly basis * The proactive management of maintenance for the site * Daily checks completed and recorded * Ensuring Risk Assessments for the team are signed and updated as often as required |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Strong leadership qualities, decision making and organisational skills * Ability to work well under pressure and excellent problem solving skills essential. * Good communication and influencing skills at all levels * Must have a ‘can do’ attitude, be articulate, and flexible * To have a proactive approach * Focused on self development and the development of other team members. * Good health and safety knowledge and experience. IOSH desirable. * Proven background in multi skilled engineering disciplines * Proven experience in a Supervisory role in building services * ONC or equivalent in Building Services, Electrical or Mechanical Engineering. * Experience of maintaining HV/LV, Transformers, MCC’s, Switchboards, Generators, Lighting, Bus Bars, Invertors, DB’s, UPS’s, Gas boilers Compressed air systems, BMS systems, water treatment & Chilled water systems, AHU’s, VAV, FCU, VRV and refrigerant systems. * IT Literacy essential. * Experienced in working with CAFM systems. * Previous experience in small works pricing and management of sub contractors * Knowledge/training - L8 Water systems management. * BS7671 18th edition IET wiring regulations desirable |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | Client & Customer Satisfaction / Quality of Services provided | Leadership & People Management | | Rigorous management of results | Innovation and Change | | Brand Notoriety | Business Consulting | | Learning & Development | HR Service Delivery | | Employee Engagement |  | |