

# Job Description:

## Maintenance Team Supervisor



Function:	Corporate Services
Position:	<b>Site Supervisor</b>
Job holder:	
Date (in job since):	12 <sup>th</sup> March 2021
Immediate manager (N+1 Job title and name):	FM Manager
Additional reporting line to:	FM Operations Manager
Position location:	BAE Systems, Great Baddow

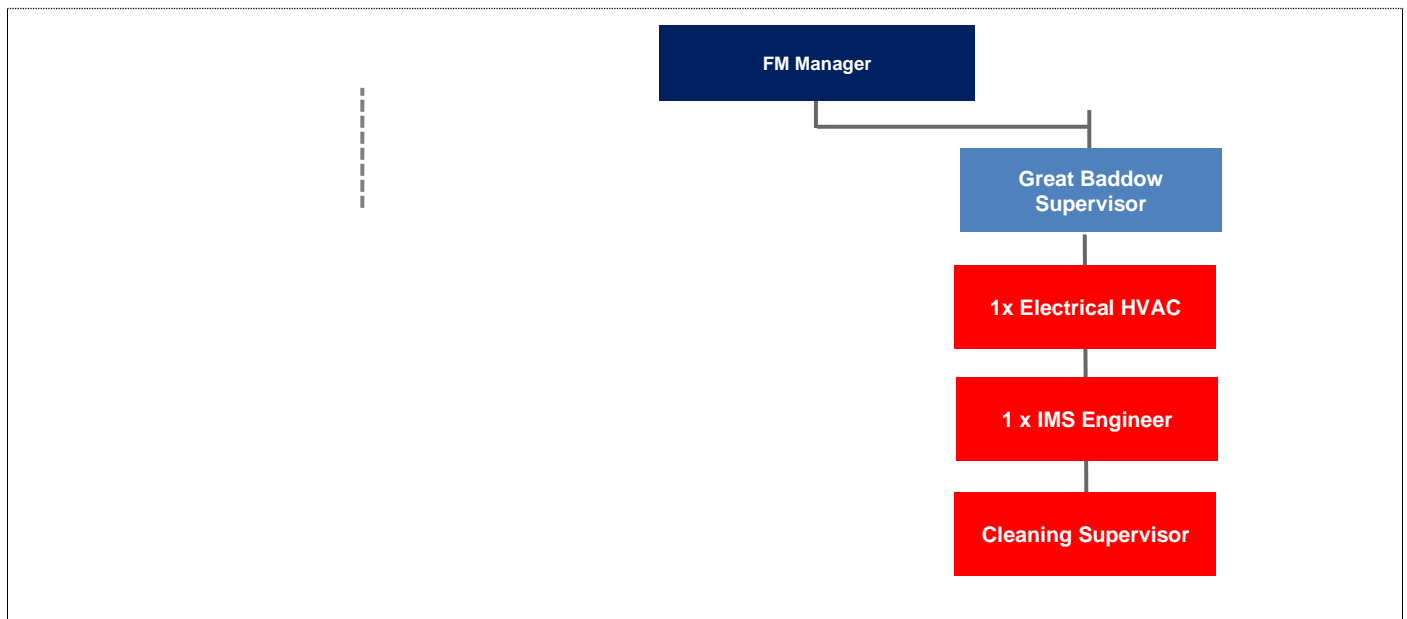
### 1. Purpose of the Job – State concisely the aim of the job.

- To support the site management team in creating a safe compliant and well managed site.
- To be part of an essential part of the management of a team to ensure the safe operation and repair of all M&E building services, fabric and equipment managed by Sodexo on behalf of BAE Systems.
- This role is to be split between office and on site field based work, the individual will require a very good level of knowledge of building services systems and will be able to both undertake planned and reactive repairs works when necessary
- Working with the site administration/ Facilities Manager and Command Centre on site labour and subcontractors to ensure delivery of Routine Maintenance, and Planned Preventative Maintenance Service's monitoring contractual response and rectification times utilising the CAFM system to ensure compliance and avoidance of service failure in line with KPIs/SLA's
- Managing the induction of sub contractors on behalf of the onsite customer, managing visitors, completing ATW paperwork and checking documentation.
- Working alongside the FM manager to utilise the data from the CAFM system to ensure 100% compliance, undertake routine and ad-hoc audits of both planned and reactive for both on site team and sub-contractors works to ensure high standard of compliance and quality.
- Encourage and participate in departmental energy saving schemes and promote the understanding and importance of the economic use of energy driving policy down to site team.
- Manage employees within a service environment and maximize performance of the team in the absence of the FM Manager.
- Undertake employee Appraisals / Performance Reviews including the identification and booking of training and development where required
- Responsible with the QSHE team for the upkeep, monitoring, assessment and reviewing of Risk Assessments and Safe Systems of Work for both on site engineers and contractors.
- Ensure that the Compliance Verification Matrix, Defects trackers and Monthly mitigations/Commentary are completed and submitted and client informed at earliest stage.
- To support the operation on site for engaging with the customer, site team and contractors for furniture moves, changes and requests. Ensuring the management team is kept informed of progress and is involved when furniture requests become project works.

### 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 FY18:	500k	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc						
		Cash conversion:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc

### 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.

- Training will be required to undertake certain aspects of the role, including appointed person and CP's.
- Be an integral part of the call out process for site, providing 1<sup>st</sup> escalations duties for the site

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

- Planned and Reactive maintenance activities under your control are completed within contract timescales.
- Documents produced are to a high standard and contain all required information.
- H&S and Contract performance reporting documents are submitted on time.
- Positive feedback from the management team and other key stakeholders.
- Accomplishes set goals - Demonstrates a constructive approach when faced with obstacles. Committed to delivering the tasks required. Resourceful and self-driven
- Analysis and Decision Making – Makes appropriate decisions. Speaks confidently and coherently. Is able to analyse problems and propose suitable solutions.
- Leadership – Takes responsibility when needed. Acts with initiative. Demonstrates energy and enthusiasm. Seeks opportunities to develop self.
- Working with others – Works effectively as part of a team. Shares ideas and information with the team. Responds helpfully and courteously to requests for information or help in a timely manner. Communicates effectively and is a good listener. Keeps an open mind when listening to the views or ideas of others. Makes a confident contribution in all situations.
- Follows sodexo correct escalation procedures.

**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.

- 100% compliance with all contractual SLA's/KPI's for Hard Service Delivery using Sodexo's Quality Management System SFG-20, Best Practice and IMS.
- Enhance the client's confidence in Sodexo's ability to robustly Manage Hard Services by assist the FM Manager for Service delivery in all areas ensuring statutory compliance and value for money.
- Work planning processes are delivered effectively and efficiently making best use of available resources
- Consistent delivery of Sodexo's expectations successfully across all key areas, managing and supporting individuals within the team as well as contractors to meet and exceed business performance targets

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

- IOSH Managing and working Safety
- C&G/BTEC, NVQ or equivalent in a relevant subject (preferably plumbing and mechanical)
- Preferably experience in building services and plant engineering, five years as a maintenance craftsman .
- Previous appointment as Authorised Person for one or more of the following disciplines, LV, Mechanical Services, Confined Spaces, Boiler and Pressure Systems and advantage.
- Experience and understanding of Construction Design Management Regulations (CDM) full training provided
- Excellent communications both written and verbal and confident when dealing with clients.
- Numerate and computer literate.

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

▪ Growth, Client & Customer Satisfaction	▪ Leadership & People Management
▪ Rigorous management of results	
▪ Employee Engagement	
▪ Learning & Development	

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

Version	V1	Date	12/04/2021
Document Owner	Michael Castle		