

Job Description: Multi Skilled Technician

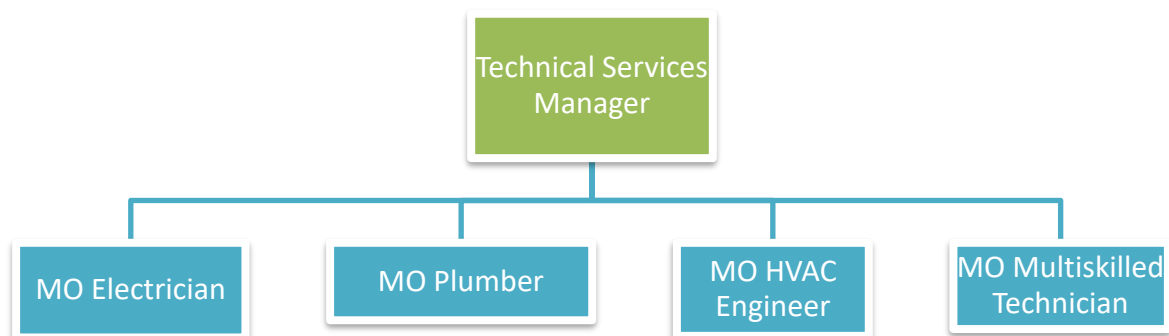


Function:	Schools
Position:	Multi Skilled Technician
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	John Bootle
Additional reporting line to:	Peter Allen
Position location:	Merton Schools contract
Global Grade	J2

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

- To deliver operational FM excellence across all Merton Schools. The Job holder will be mobile but centered around the Merton area and will be required to assist at out of area schools and maybe the wider schools portfolio.
- A "hands on" role including Maintenance, Repairs, Projects and Installation Works, lifecycle, and management of Technical services suppliers and sub-contractors.
- To take a leading role in the repair and maintenance of all the building fabric elements with a bias on the carpentry side, across all contracted buildings.
- To undertake reactive repairs to all building fabric in line with site KPI's and ensuring mobile CMMS function is kept up to date.

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 client expectations for all schools within the contract.
- Maintain high levels of communication with key site representatives
- Challenging the status-quo, looking at new opportunities to enhance service delivery and improve internal/external client satisfaction
- To oversee the ordering of materials, and effective stock control mechanisms in accordance with agreed policy.
- To ensure all current legislative requirements are met and appropriate systems are in place.
- To ensure service standards and deliver as customer focused service as per agreed KPI. To also be responsible for determining and delivering remedial action where the satisfaction level has not achieved target.
- To ensure that maintenance and repair standards are understood by team members and implemented at all times.
- To ensure that proper care is exercised in handling, operating, safeguarding and maintaining equipment and appliances under the control of the maintenance team and maintain inventory records.
- Collects & Summarizes data, tests & evaluates operation of equipment or process conditions, recommends improvements, may perform preventative maintenance, adjustments or repairs
- To ensure all necessary steps are taken to ensure the security of buildings, equipment, stock within area of authority.
- To undertake other duties commensurate with the scope of this role.
- Demanding, ever-changing work environment.

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

- Carry out PPM and reactive repairs as required
- Ensure a seamless operation across the school sites in and out of term time

- Assist in ensuring all records are line with company procedures and upkeeping of records library including maintenance of Business Management System. (Quality, Health and Safety, and Environmental obligations).
- Extensive collaborative working with other team members.
- Robustly manage all sub-contractors and suppliers under your remit to ensure seamless performance
- Ensure value for money across all areas the operation
- Drive commercial acumen and add value across all areas of the contract
- To be responsible for all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements. Completion to the standards of; Risk Assessments, COSHH Assessments, H&S compliance and safety expected activities.
- To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with the Industry's best practices.
- Ensure the fit-for-purpose, of issued clothing, uniform, tools, equipment and PPE and is to a safe and good working order of condition.
- Attend training sessions and meetings as required.
- Have a degree of flexibility to travel nationally as and when required
- Assist Technical Manager and other Technicians to ensure full statutory compliance across the estate.
- To support and mentor junior team member to assist with team cohesion and development. May assist in leading or training less experienced Engineering Technicians or Apprentices.
- To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with industry best practice.
- Engage with and supervise specialist visiting subcontractors and other visiting disciplines to ensure the continuing efficient operation of the sites without disruption to the occupants and to ensure sufficient adherence of health and safety
- To ensure that all areas in which work is undertaken are kept in a clean and tidy condition, to ensure minimum disruption to the building occupants, and a safe working environment.
- Accurate completion and population of all PPM job sheets and mobile device with relevant information.
- Building professional relationships with all stakeholders on the contract.
- To attend courses and toolbox talks where required.
- Carry out any other reasonable tasks as directed or requested by Sodexo management in order to meet the operational requirements of the business.
- Supporting other senior managers to ensure a seamless delivery of all contracted FM services
- To deliver services in line with the business ethos, delivering innovative solutions to the client's expectations.
- To work as part of a team ensuring high standards of service, colleague and customer satisfaction and contract retention.

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.

- Services delivered in a manner that embodies excellent customer service
- Safe and compliant services to all buildings
- Client relations
- Ensure that all services are delivered against agreed SLA's and KPI's
- Ensure that all services are delivered in a safe, cost effective, and efficient manner

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

Essential Criteria

- Experience of working in a multi-site contract with a varied portfolio of buildings
- Qualified to a min NVQ level 3 in a recognized building trade, ideally as carpenter or joiner
- Candidates should have a pro-active attitude and can be flexible in relation to duties and working hours.
- Demonstratable and strong organizational and planning skills and have the ability to prioritise and manage their time effectively

- The candidate MUST be highly experienced, time served and fully qualified tradesperson.
- Have the ability to build partnerships and work collaboratively with others to meet shared objectives
- The candidate must be able to work effectively without supervision and rebound from setbacks and adversity when faced with difficult situations
- To communicate effectively and timely is seen as essential and also have the ability to contribute to creating new and better ways for the organisation to be successful
- The ability to build strong customer relationships and deliver customer-centric solutions
- IT & systems literate, use of IT systems to provide/monitor data within the Quality Assurance and other management reporting systems.

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

▪ NVQ 3 in core trade	▪ Supervisor / Team Leader
▪ C&G to level 3 in core trade	▪ Innovation and Change
▪ Recognised Apprenticeship	▪ Ability to write technical reports
▪ Commercial Awareness	
▪ IoSH Managing Safety	
▪ L8 Awareness	

9. Management Approval – To be completed by document owner

Version	1	Date	08/04/2020
Document Owner	Rich Turner		

