

Job Description: Maintenance Supervisor - Estates



Function:	Operations
Job:	Maintenance Supervisor - Estates
Position:	Supervisor
Job Holder:	
Date (in job since):	Not Applicable
Immediate Manager:	Operations Manager - Estates
Additional reporting line to:	
Position Location:	Hereford Hospital

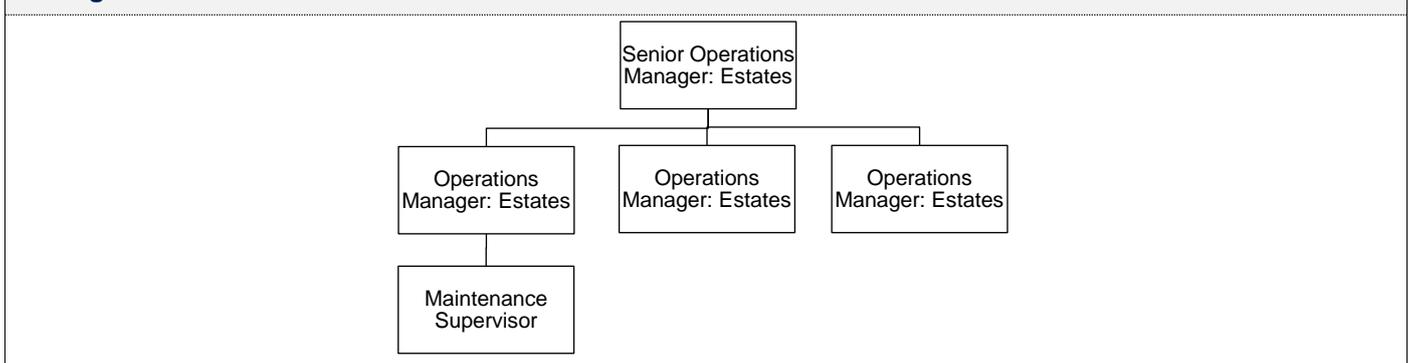
1. Purpose of the Job

- Delivery of the Estates Maintenance Service at The County Hospital, Hereford in accordance with the Service Provider Agreement (PFI). Encompassing all aspects of estates maintenance, including programmed and reactive maintenance, to deliver services that comply with best practice, mandatory and statutory requirements, contractual obligations and corporate governance.
- Supporting the Senior Management team in the safe operation and maintenance of all plant, equipment and installations within the hospital estate, establishing efficient and effective compliance review procedures.
- Provides technical engineering advice and support for the maintenance of equipment, fabric and utility services for the PFI estate.
- Supervise/manage direct labour force and contractors.
- Primarily responsible for Control of Contractors including permits to work on specialist and critical systems within the PFI hospitals as defined but not limited to those set out in the HTM documents suite and any associated statutory and mandatory legislation.

2. Dimensions

Revenue FY18:	tbc	EBIT growth:	tbc	Growth type:	NA	Outsourcing rate:	NA	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	NA	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

3. Organisation Chart



4. Main Assignments

- Delivery of the Estates Maintenance Service, including programmed and reactive maintenance across multiple disciplines.
- Duty Holder in applicable technical disciplines, for example, Authorised Person or Competent Person in relation to specified systems.
- Ensure compliance with relevant statutory, mandatory and contractual obligations in the delivery of the Estates Maintenance Service. Evidential documentation in support of compliance to be managed and available to satisfy audit requirements.
- Ensure application of, and adherence to the Permit to Work systems.
- Work alongside the Sodexo helpdesk operative to manage the workflow of the technical services team.
- Update and maintain accurate records including, PDA, job dockets and service reports.
- Assisting the Operational Managers in delivery of the 5 year maintenance plan, annual maintenance plan and lifecycle plan.
- Establishment and maintenance of effective communications and working relationships both internally and externally to Sodexo.
- Adherence to the site health and safety, quality and risk management procedures.
- The day to day management of maintenance staff within the engineering team
- Ensuring services comply with the Project Agreement, legislative, statutory and HTM requirements.
- Act when there are failures in compliance or initiatives and investigate the reasons behind these and address to build and develop performance.
- The cost effective delivery of a Planned Preventative Maintenance Service.
- Provide technical and professional support to all staff, colleagues, Operational Managers, SPC and Trust staff in order to develop a “team” approach.
- To represent Technical Services at meetings and in working groups as and when required.
- Efficient and effective use of IT systems, including but not limited to CAFM and BMS systems.
- Management of the technical services workshops, stores and other related areas.
- Participation in and contribution to Sodexo forums, initiatives and training.
- Participate in the on-call management team rota.
- Provision of guidance and advice to the Technical Services team in order to develop skills and improve effectiveness.

5. Accountabilities

- Delivery of Estates Maintenance Service and reporting requirements, ensuring compliance with relevant statutory, mandatory and contractual obligations.
- Financial performance of the Estates Maintenance Service, including the recovery of rechargeable services/works.
- Adherence to the Sodexo Code of Conduct at all times.
- Adherence to the site health and safety, quality and risk management policies and procedures.
- Communication & Relationships Skills
- Knowledge, Training & Experience
- Analytical & Judgemental Skills
- Planning & Organisational Skills
- Patient/ Client Care
- Financial and Physical Resources
- Policy/Service Development

6. Person Specification

- Experience within the engineering/building industry.
- Relevant engineering/building qualifications.
- Articulate and confident communicator (both verbal and written), with the ability to develop and maintain effective working relationships.
- Proactive and pragmatic approach to issue resolution.
- Flexible and adaptable approach to working within the changing needs of the business.
- Commitment to continuous improvement and service excellence.
- Self-motivated and able to adapt to changing priorities.
- Able to demonstrate an aptitude for problem solving using a logical approach.
- Confident, capable engineer, logical under pressure but must understand urgency and respond accordingly.
- Attend external and internal courses as required.
- Excellent understanding of Health and Safety at Work regulations.
- Computer literate preferably with knowledge of building management systems.
- Able to demonstrate good verbal and written communication skills with good level of mathematical skills.

Desirable

- Previous experience within a Health Service context
- Demonstrating maturity in working with multi-discipline trade groups
- Any specialist knowledge relevant to the health care environment.

7. Competencies

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| <ul style="list-style-type: none">▪ Growth, Client and Customer Satisfaction/Quality of Services Provided▪ Brand Notoriety | <ul style="list-style-type: none">▪ Learning and Development▪ Innovation and Change▪ Commercial Awareness |
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8. Management Approval

Version	1.0	Date	11 January 2018
Document Owner	Mark Chapman		