

Job Description: Facilities Technician



Function:	Student Accommodation – Facilities Services
Position:	Facilities Technician
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Adam Parkes - General Manager
Additional reporting line to:	David Fordyce – Account Manager
Position location:	Bath Court, Birmingham

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

Member of the Sodexo Team working with the General Manager to deliver a well maintained, safe and secure environment, within financial and legislative guidelines.

This is a hands on role that will involve personal input / action within all facilities service functions

To work with the Administrators to ensure timely response and effective delivery of facilities services.

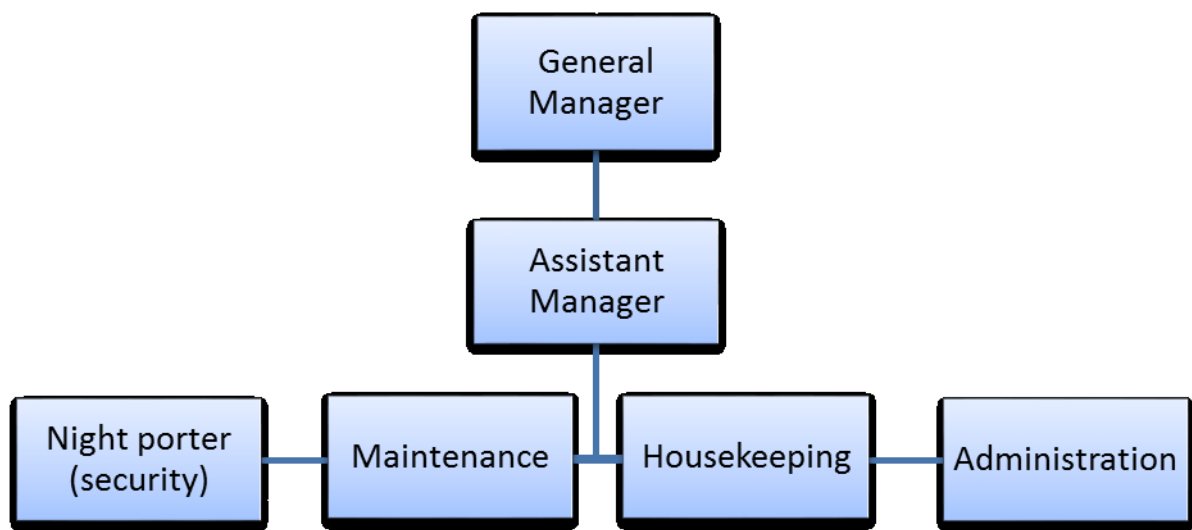
Maintain lines of communication with Out of Hours help desk / sub-contractors for emergency out of hours facilities provision. Carry an out of hours mobile and work as part of an out of hours team.

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.

Accommodation Details	435 Mixed Accommodation	Property	Reactive maintenance KPI's	External Audits
	Year one warranties			
	Statutory Compliance		PPM program	Value for money

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.

Main Tasks

- Working within tenanted accommodation
- Meeting individual needs of tenants
- Providing consistent out of hours service
- Working with / relying on sub-contracted services
- Compliance with statutory guidelines
- Maintaining a Safety and Health culture
- Budgetary compliance
- Asset management
- Resource / energy management

Planning and Organising

- Manage workload in line with customer needs and management targets.
- Set personal objectives to work towards KPI's
- Meets deadlines in relation to provision and accuracy of information and reports

Problem Solving

- Reacting positively to critical and all urgent issues with or without input from other agencies whilst re-prioritising other daily tasks.
- Is able to prioritise tenant requests to meet their expectations delivering a safe environment while minimising the financial impact on to the client

Decision Making

- Follow KPIs to achieve consistent positive decision making in all areas of business whether that be reactive or proactive.
- Use discretion within policy parameters to deliver consistent decisions in relation to specialised and unusual situations

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

- Delivers an effective reactive maintenance service to the property in a courteous, timely and safe manner
- Directs and works with others to provide a well maintained safe, clean and secure environment
- Carry out regular building checks and ensure the outside and boundary of the building is maintained to a high standard at all times
- Maintains the service within budget, through prudent purchasing and use of sub contracted services
- Monitors sub contracted services to ensure value for money, safety, compliance and to ensure jobs are completed according to specification.
- Delivers a safe and compliant building through regular inspection and the production of records / reports
- Maintains effective lines of communication throughout the service.
- Recognise the tenants need for confidentiality, and respects the tenants possessions while working within the property
- Attendance to emergency situations such as fire and intruder alarms as required
- Carry out termly and end of tenancy inspections and working with the General Manager arrange and coordinate a summer cleaning and replacement program.
- Filing of correct documents and maintaining all administrative duties are complete.

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.

- Strong work ethic, leads by example
- Achievement of department response times for reactive maintenance
- Completion and documentation on Planned Preventative Maintenance
- Completion on staff briefings, training and performance reviews
- Works with the General Manager to achieve budget and client budget expectations
- Health and safety audits confirm safety culture and achieve pass result
- Compliance with Sodexo policies and procedures
- Service innovation
- Pride in every task undertaken

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

Essential

- Specific skill / trade
- Qualification in IOSH
- Proven experience in delivering reactive maintenance services
- Proven experience in managing sub contracted services
- Proven experience in delivering to a budget
- Computer literate

Desirable

- Experience in similar accommodation environments
- Familiar with Sodexo policies and procedures

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	
■ Innovation and Change	
■ Commercial Awareness	