Job Description:
Facility Technician

Supervisor – Planning & Electrical

Electrical

**job description**

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|  | **P****osition Title** | Senior Facility Supervisor-planner (Electrical and Compliance bias) |  | **Department** | Operations |  |
|  | **Generic****Job Title** | Supervisor  |  | **Segment** | CSIFM  |  |
|  | **Team Band** | Non-banded |  | **Location** | APL |  |
|  | **Reports to** | Technical Services Operations Manager |  | **Office /** **Unit name** | Cheshire |  |
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|  | **Organisation Structure:**Please see contract organisational structure |  |
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|  | **Job Purpose:**Alderley Park is a leading pharmaceutical bio and technology site with a strong focus on the research and development of new drugs. The Technical team are responsible for delivering PPM and RM across Alderley Park. The team also deliver adhoc chargeable works when required. The main purposes of the Senior Facility Supervisor Planner role are:* To provide professional and robust leadership of a multi-functional technician team in a complex working environment
* To provide in-depth knowledge of engineering support theories and practices across multiple trades, whilst driving performance and collaboration throughout their team.
* Evidence and experience of sound understanding of the principles associated with the provision of maintenance activities to Sodexo and APL business.
* Significant experience in engineering (ideally in more than one field of Engineering).
* Measurable practical engineering skills, including good working knowledge of engineering compliance, GXP and applicable regulatory requirements, must be aware and adhere to Sodexo engineering standards.
* To provide assistance to the Technical Services Manager with the Implementation of the site asset management strategy and delivery of asset maintenance, ensuring effective asset lifecycle management for buildings, facilities and equipment for a given area.
* To perform at a senior supervisor level as part of an IFM team who are responsible for the delivery of technical and soft services (with a focus on Technical delivery) to the client, ensuring compliance with all relevant statutory and regulatory obligations for assets.
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|  | **Accountabilities** or “What you have to do”* Be part of a multi-skilled group of supervisors and assist Customer stakeholders on all APLs asset base.
* First line manager and accountability for employees who are specified within supervised group as direct reports.
* Knowledge of procedures and compliance with GXP, Regulatory & SHE expectation (I.E SOP’s, SHEP’s, SSOW, Company procedures)
* Ability to determine scope, plan and co-ordinate all maintenance, repair and improvement tasks.
* Drive performance to meet KPI’s
* IT literate – examples include Microsoft Office, Microsoft Outlook, Maximo, Kronos, SAP, CAD
* Has the ability to advise the management team and assist in the creation of hard service maintenance delivery plans
* Plan and manage subcontractors
* Plan conduct and document compliance/regulatory inspections, tests and calibrations to ensure standards are maintained and inspection ready at all times.
* Provide Technical expertise and mentoring for Technician team and apprentices
* Work effectively with the team as a supervisor itse manager with SHE tour planning nad job freeze orditsorking environemnt in order to ensure effective communication channels and efficient working practices are maintained
* Maintain maintenance procedures/SOP’s to reflect current working practices
* The role holder will be expected to respond to out of hours calls and provide escalation support to emergency calls.
* Ensure high level of customer satisfaction and service delivery improvement initiatives.
* Support service manager with SHE tour planning and safety audits
* Deliver training & team PDRs if requested to by the Technical Services Manager
* Task manage and co-ordinate complex and shutdown type activities
* Assist to ensure good budget management in the area or zone. (Ad-hoc, small works, maintenance)
* Support the Technical Services Manager & Operations Manager with the management of change and impact on service delivery
* Knowledge of specific equipment/ building services applicable to the role:- typical example’s
1. Scientific Alarms and instrument test and calibration
2. Building Management Systems and associated plant alarms
3. Electrical maintenance and inspection & testing
4. HVAC operation/controls
5. Process and plant operation and Control
6. Site services and distribution
7. Intelligent lighting systems
8. Clear understanding & delivery of good engineering principles
9. Compliance database user (e.g. PRIME)
10. Work planning control
11. Facilitation of RCM’s and review of existing maintenance (REM) studies
12. Principles of Root Cause Analysis (RCA) and facilitation
13. Principle of continued improvement and delivery (CI)
14. Critical Spares and material management
15. Be regarded as an ‘Equipment Champion’ taking ownership of delegated systems , being able demonstrate critical plant and equipment performance
16. Utilise Condition Based Monitoring (CBM) techniques to improve plant reliability
17. Manage change and ensure correct notification to customer.
18. Contribute to business continuity plans/ Emergency files & Basis of SHE documentation (BOSHE)
19. Establishing/defining system maintenance requirements to assist with smooth contract delivery and integration in to ‘business as usual’ (BAU)
20. Contribution to SHE improvement and customer site improvement plans
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|  | **Key Performance Indicators** (KPIs) or “What it will look like when you are doing the job well”* All Maintenance KPI’s green or associated action plans for any ambers / reds.
* Zero abnormal occurrences, incidents or accidents.
* Zero formal customer complaints regarding service delivery
* Positive Client and Customer satisfaction scores & feedback (verbal & written)
* Unit audit scores above 90%
* Internal compliance standards will be met and adhered to
* Integration with other service functions within Sodexo to create a true IFM service offering.
* Key critical equipment, customer and area performance can be measured and demonstrated to the Technical Services Manager
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|  | **Dimensions**  |  |
|  | Financial | Control of costs according to budget  |  |
| Staff | Leading & developing a team of Technicians  |
| Other | This is an important role within the Sodexo organisation. The role is focused on delivering world class integrated FM. |
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|  | **Knowledge, skills and experience*****Essential**** A highly focused individual, who is motivated and driven by improving Plant and equipment performance
* Capable of being part of a multi-functional technician team in a regulated environment where asset performance is a business-critical requirement
* Excellent organizational and planning skills with demonstrable performance in managing compliance related work and experience in maintaining quality and QMS
* The role holder will have a well-developed knowledge of maintenance processes, and the application of best practices in order to assist the Technical Services Manager with the effective deployment of maintenance strategies in technically complex customer environments
* Experience of risk management and the methods employed to manage engineering risks, hazards and controls.
* Full understanding of GXP, SHE and other regulatory obligations applicable to asset management
* The role holder will have a sound grasp of all the hard services delivered by their team and will understand their impact on their customers
* To champion/lead the implementation of maintenance best practice tools and techniques in their own area and share best practice
* Customer orientated, providing feedback in a timely manner
* Qualified in electrical engineering with previous experience in carrying out inspection and testing.
* Technical expertise in specific area of work
1. Good communications skills (verbal & written) and has the ability to present engineering issues to staff and client
2. Good influencing skills

***Desirable**** The role holder will have understanding of the range of customer business operations across Alderley Park, and will understand the operating model of the Sodexo business.
* The role holder will have a strong technical background, with knowledge of the engineering principles and practices utilised across the lifecycle of asset and facilities design and utility operations
* Recognised expertise and competence in defined areas of maintenance engineering in order to support the accountabilities as supervisor for Facility Technicians
* Professionally accredited Technician with a recognised European accrediting body eg:- (IET, IMechE)
* To be able to work with other supplier of APL to deliver collaborative service
* To host and show case Sodexo services to potential new clients of Sodexo
* Advanced fault finding and diagnostic skills
* HNC or equivalent in Engineering
* NVQ Level 3 Engineering maintenance or equivalent
* Mentoring skills - Has the ability to train and develop others
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|  | **Contextual or other information**This job description is intended to prove the post holder with an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken, It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will at all times, be required to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business. |  |
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| Version | 2.0 | Date | June 2021 |
| Document owner | John Moores  |

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| Employee Agreement  |
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| **Name:** |  | **Date:** |  |
| **Signature:** |  |

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