

<b>Position Title</b>	Facility Technician	<b>Department</b>	Central Operations
<b>Generic Job Title</b>	Technician (Refrigeration)	<b>Segment</b>	CSIFM
<b>Team Band</b>	Unbanded	<b>Location</b>	APL
<b>Reports to</b>	Technical Services Manager	<b>Office / Unit name</b>	Cheshire

### Organisation Structure

Please see contract organisational structure

### Job Purpose

- The role holder requires in-depth knowledge of engineering support theories and practices across zonal areas.
- The role holder must have knowledge of working on complex HVAC supply and extract systems and associated control functions.
- The role holder must have knowledge and experience in complex systems testing and associated data reporting systems.
- The role holder must possess and apply a sound understanding of the principles associated with the provision of maintenance activities to Sodexo and APL business.
- The role holder will have significant experience in engineering (ideally in more than one field of Engineering).
- The role holder will have excellent practical engineering skills, including good working knowledge of engineering compliance, GxP and home office requirements and Sodexo engineering standards.
- Assist Service 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.
- Be part of an IFM team who are responsible for the delivery of technical and soft services to the client, ensuring compliance with all relevant statutory and regulatory obligations for asset

### Accountabilities or "What you have to do"

- Be part of a Multi-skilled group of technicians on all APL asset base.
- Knowledge of procedures and compliance with GxP & SHE expectation (I.E SOP's, SHEP's, SSOW, Company procedures)
- Ability to undertake core maintenance tasks independently
- Continued improvement of the area KPI's
- IT literate – Examples include Microsoft Office, Microsoft Outlook, CAFM Systems.

- Has the ability to 'self manage' and 'self plan' and assist with the creation of hard service maintenance delivery plans
- Oversee the work of specialist subcontractors/supply partners to ensure they comply with SHE/GxP and home office standards
- Plan, conduct and document compliance/regulatory inspections & calibrations to ensure safety, GxP, and home office standards are maintained and inspection ready at all times.
- Provide Technical expertise and mentoring for apprentices
- Work effectively as a team member in order to ensure effective communication channels and efficient working practices are maintained
- Maintain maintenance procedures/SOP's for own area/zone to reflect current working practices
- The role holder will be expected to respond to emergency calls, be part of an out of hours on call process/agreement to meet the needs of our clients business.
- Ensure high level of customer satisfaction and service delivery improvement initiatives.
- Contribute to the Sodexo area capital investment programme/Risk Management matrix
- Assist to ensure good budget management in the area or zone. (Ad-hoc, small works, maintenance)
- Knowledge of specific equipment/ building services:- typical example's
  - i) Refrigeration
  - ii) Pressure systems
  - iii) Specialised gas equipment (Medical & Refrigeration Gases)
  - iv) Scientific Alarms and critical instrument calibration
  - v) Building Management Systems and associated plant alarms
- Good understanding & delivery of the engineering principles in line with maintenance excellence and LEAN, typical examples.
  - vi) Compliance database user (e.g PRIME)
  - vii) Work planning control
  - viii) Facilitation of RCM's and review of existing maintenance (REM) studies
  - ix) Principles of Root Cause Analysis (RCA) and facilitation
  - x) Principle of continuous improvement and delivery (CI)
  - xi) Critical Spares and material management
  - xii) Be regarded as an 'Equipment Champion' taking ownership of delegated systems , being able demonstrate critical plant and equipment performance
  - xiii) Utilise Condition Based Monitoring (CBM) techniques to improve plant reliability
  - xiv) Change control (initiation and technical assessment)
  - xv) Contribute to the creation of expert packages for inspection readiness
  - xvi) Contribute to business continuity plans/ Emergency files & Basis of SHE documentation (BOSHE)
  - xvii) Establishing/defining system maintenance requirements to assist with smooth project delivery and integration in to 'business as usual' (BAU)
  - xviii) Contribution to the SHE and Energy improvement plans through in-depth knowledge of eSite and the building management system

### **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. No reds 2 months in succession.
- No abnormal occurrences/False fire alarm activations
- No formal customer complaints regarding service delivery
- 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 performance can be measured and demonstrated to the Service Manager

### **Dimensions**

Financial	N/A
Staff	N/A
Other	This is an important role within the Sodexo organisation. The role is focused on delivering world class integrated FM.

## 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
- The role holder will have a well-developed knowledge of maintenance processes, and the application of best practices in order to assist Service 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
- Customer orientated, providing feedback in a timely manner
- Technical expertise in specific area of work
  - i) Good communications skills (verbal & written) and has the ability to present engineering issues to staff and client
  - ii) Good influencing skills

### **Desirable**

- The role holder will have an understanding of the range of customer business operations 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 fulfill the accountabilities as "Facility Technician"
- Professionally accredited Technician.
- To be able to work with other supplier 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

## Contextual or other information

This position will be a key part of a one team approach to providing a quality customer experience for the users of the office environment on site. The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, It does not attempt to detail every activity and it may be changed from time to time to incorporate

changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.

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