

Job Description: Technical Manager



Function:	Operations
Job:	Electrical Estates Officer
Position:	Technical Manager
Job Holder:	
Date (in job since):	Not Applicable
Immediate Manager:	Head of Estates and Technical Services
Additional reporting line to:	
Position Location:	Hereford County Hospital

1. Purpose of the Job

- Provision of technical service expertise to support delivery of the Estates Management Services (the "Services") at The County Hospital, Hereford in accordance with the Service Provider Agreement (PFI). Encompassing all aspects of technical services required to support delivery of the Services, to ensure compliance with best practice, mandatory and statutory requirements, contractual obligations.

2. Dimensions

Revenue FY19:	tbc	EBIT growth:	tbc	Growth type:	NA	Outsourcing rate:	NA	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	NA	HR in Region	tbc
		Cash conversion:	tbc						

Characteristics

3. Organisation Chart

TBC

4. Main Assignments

- Electrical Estates Officer and Electrical lead supporting delivery of the electrical services in accordance with the relevant Output Specification and to ensure compliance with best practice, mandatory and statutory requirements, contractual obligations and corporate governance.
- Supervision of the day-to-day maintenance of the hospital properties through a combination of directly employed estates maintenance staff and maintenance contract staff.
- Responsible for the assessment of priorities within the overall maintenance plan, including the coordination of daily allocations of work prepared from planned maintenance (PPM) schedules and maintenance repair requests for designation to the respective engineering and building teams and service contractors.

- To engage and supervise specialist contract labour and day work labour as required to facilitate planned and reactive maintenance in line with Trust and departmental policies and procedures, ensuring that adequate budgetary control is maintained
- Manage and control any follow up work arising from reactive work and planned preventative maintenance. Communicate and coordinate with stakeholders as required to facilitate any disruption or interruptions of site services.
- Identification and reporting of items requiring cyclical replacement; the provision of maintenance records, service reports, etc, in support of lifecycle applications.
- Ensure adherence to and enforcement of the site health and safety, quality and risk management policies and procedures.
- Ensure application of, and adherence to, Safe Systems of Work, including the Permit to Work system, ensuring adequate duty holders are appointed as required.
- Management of operational policies/procedures pertaining to technical disciplines, ensuring training is provided as required.
- Monitoring and update of the risk register pertaining to the Services, including the identification and management of critical spares.
- Ensuring correct use of management systems for the recording and retention of documents, records, requests and tasks.
- Management and maintenance of the technical library, including drawings, health and safety files, operations and maintenance manuals, room data sheets and service records.
- Ensuring the asset schedule of equipment is updated, and required maintenance identified to ensure continued compliance and availability.
- Management and monitoring of specialist sub-contractors: ensuring use of approved suppliers; review of sub-contracts, ensuring a defined specification/scope of works is included as a minimum; ensuring due diligence is undertaken as required.
- Undertaking monitoring of the Services activities as required, identifying, managing and closing actions as required.
- Monitoring and review of the technical disciplines through the conduct of and participation in audits and the preparation and management of action plans, ensuring actions are monitored to completion with documentary evidence available.
- Provision of management and service performance information, data and analysis.
- Establishment and maintenance of effective communications and working relationships.
- Attendance at meetings (project and corporate), ensuring actions are monitored and progressed to resolution.
- Participation in and contribution to Sodexo forums, initiatives and training.
- Participate in the on-call team rota.
- Any other duties as may be reasonably required.

5. Accountabilities

- Electrical lead for delivery of the Services in accordance with the relevant Output Specification.
- Liaising with the Estates Maintenance Manager and Project Managers to provide technical support to ensure the Access and Lifecycle Plans are reflective of requirements, including the identification and reporting of items requiring cyclical replacement and the provision of maintenance records, service reports, etc, in support of lifecycle applications.
- Support the overall service delivery of the Hard FM Team. Electrical Bias input and leadership
- Maintain effective communications and relationships with stakeholders.

6. Person Specification

Essential

- Electrical experience. (Opportunity for Team Leader / Supervisor career progression)
- Relevant engineering/technical qualification and experience.
- Articulate and confident communicator (both verbal and written), with the ability to develop and maintain effective relationships with key stakeholders.
- Experience in Leading / Supervising team /contractor performance.
- 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.

Desirable

- H&S qualification (IOSH or equivalent).
- Desirable experience within the healthcare sector in the delivery of technical services, including knowledge and experience of working to applicable HTM and HBN. (Training Available if Required)
- Experience of working within complex/PFI contractual framework.

7. Competencies

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| <ul style="list-style-type: none">▪ Growth, Client and Customer Satisfaction/Quality of Services Provided▪ Continuous Management of Results▪ Brand Notoriety▪ Commercial Awareness▪ Employee Engagement | <ul style="list-style-type: none">▪ Learning and Development▪ Leadership and People Management▪ Innovation and Change▪ Business Consulting▪ HR Service Delivery |
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8. Management Approval

Version	1.1	Date	June 2022
Document Owner			

Acceptance

Signature		Date	
Print Name			