

Job Description: Facilities Operative



Function:	Facilities Management – M & E Team
Position:	Facilities Operative – Plumber
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Maintenance Co-ordinator
Additional reporting line to:	Head of Facilities Management
Position location:	HMP Bronzefield, Ashford, Middlesex

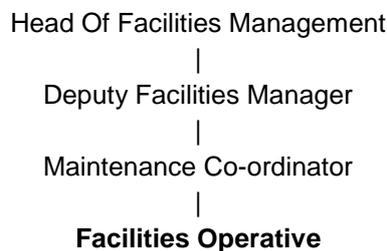
1. Purpose of the Job – State concisely the aim of the job.

- To support the HMP Bronzefield FM Maintenance Team in meeting Service Level Agreements and the implementation of new policies, procedures and service enhancements within the establishment.
- To work as part of a team to undertake assigned planned preventative maintenance and reactive works efficiently across various trades but primarily plumbing and in accordance with Company values, contractual requirements, relevant legislation and best practice.
- To actively participate in the overarching objective of 'Changing Lives For The Better' by assisting the Head of Facilities Management in the creation and development of a FM Maintenance Support Team to be comprised of eligible, risk assessed prisoners.

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.

Region Workforce	370
HR in Region	3

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.

- Due to the nature of the working environment, heightened security protocols and procedures must be adhered to and considered when planning and undertaking works.
- The jobholder will be required to complete appropriate training associated with working in the Prison environment and to support interaction with prisoners (eg. personal protection training, radio training, key training, etc.)
- The jobholder will need to demonstrate competence in undertaking assigned maintenance tasks on an ongoing basis.
- The jobholder will need to successfully complete Health and Safety Training in a range of relevant topics and secure passes in associated assessments on an ongoing basis.
- The jobholder will need to achieve and retain relevant training qualifications / accreditations to enable them to continue working within the Prison environment.

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

- Tasks include, but are not limited to:-

Completing assigned PPM (Planned Preventative Maintenance) works and associated administration (eg. Cleaning shower heads, cleaning drains, checking water temperatures, completing tasks and documentation to achieve L8 water management / Legionella prevention.

Attend to general maintenance assigned reactive / small works requests (eg. minor repairs to building fabric, affixing pictures / noticeboards, unblocking sinks and traps, unblocking toilets, gutter clearance, (occasionally snow clearance, gritting and moving equipment/furniture/waste).

Observing and reporting faults.

- Participate in Out of Hours Emergency Response
- Support project works
- Escort contractors
- Conduct routine inspections of designated areas within the Prison to identify defects and Health and safety concerns and resolve or escalate as appropriate
- Assist trade qualified staff in tasks as required
- Use the computerised Servicedesk system to manage reactive work requests
- Provide assistance as required within other teams in the FM Department on an ad-hoc basis
- Achieve Purposeful Activity targets and provide performance reports and improvement programmes.

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.

- Take ownership of assigned plumbing and general maintenance activities within the Prison to support the smooth running of the establishment.
- Support the maintenance team / colleagues in the completion of PPM and reactive tasks across various trades.
- Ensure that all works are carried out safely and to industry and professional standards.

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

- Have completed a plumbing apprenticeship
- Worked in a plumbing maintenance role for 3+ years

- Experience of general maintenance in a corporate environment
- Good working knowledge of Health and Safety Legislation relevant to property maintenance
- Ability to work individually and take ownership of tasks to completion
- Good communication skills
- Reliable
- Creative and innovative

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

▪ Innovation and Change	▪ Use of Hand Tools
▪ Risk Assessments	▪ Basic IT Skills
▪ Safe Systems of Work	▪
▪ Method Statements	▪
▪ Supervision	
▪ Basic Maintenance	

9. Management Approval – To be completed by document owner

Version	1.0	Date	22 June 2017
Document Owner	Graham Croucher		