

Job Description:   
 Caretaker

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| Function: | | Corporate service | |
| Position: | | Maintenance Asst | |
| Job holder: | |  | |
| Date (in job since): | |  | |
| Immediate Supervisor  (N+1 Job title and name): | | Technician | |
| Additional reporting line to: | | General manager | |
| Position location: | | BAE systems - Prestwick | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | |
| To provide and maintain a high standard of maintenance service within contracted buildings, working within the cost limits and resources agreed between the Client and Sodexo | | | |
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| 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. | |
| **General manager**  **Mich el le Rae**  **Lead Technician**  **Maintenance Asst**  **Michelle Rae** | |
| |  | | --- | | **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. | |
| * Comply with all Sodexo Company policies/procedures and client site rules and regulations * Comply with all Company and Client policies and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place * Maintain robust and fully auditable evidence of works undertaken * Participate in any necessary training and team meetings as required to complete job responsibilities to the Company and clients standards * Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service, which Sodexo provide * Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate * Cover in other areas during periods of holidays and sickness when requested by the Line Manager * Carry out other reasonable tasks as directed by management |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To ensure the efficient delivery collection and sorting of goods and supplies and where necessary assist with accepting deliveries of goods to the site and safe storage of items * To assist with the chaperoning of sub-contractors and any other visitors to site where necessary and ensuring they conform to all site rules, Sodexo code of conduct and to the safe requirements of the service being delivered * To ensure all work-related tasks, for all service delivery lines are delivered in a safe, diligent and best practice manner pertaining to the service requirements of the contract specification and all health, safety and hygiene regulations * Use any cleaning product safely as detailed by the Control of Substances Hazardous to Health guidelines (COSHH) * Have full working knowledge of all equipment used in the completion of all work-related activities, including but not limited to equipment, materials, chemicals and agents. * Safe working practices must be maintained at all times in the workplace as per the requirements of the site and Sodexo operating systems * To be flexible and responsive to changing daily priorities * To be able to handle and lift items of variable weight utilizing tools and trolleys provided * To be knowledgeable of all tasks so that at the commencement of the shift the current scheduled activity is supported, without the need for specific direction * To have sufficient knowledge of the building layout to be able to deliver services as required * To assist in the transportation of ‘light goods’ as required i.e. providing a porter service * To provide a smart appearance, including high standards of personal hygiene and cordial behavior towards users. Full uniform to be worn * To check all equipment before use and report defects to manager / supervisor if necessary remove faulty equipment * Ability to meet deadlines and prioritize * Flexible and affable approach with strong customer service skills * Ability to work as an integral part of a wide FM team * Support set up of meeting rooms when required. General removal / distribution of furniture, equipment as required * Carry out routine tests of building systems and services e.g. Electrical, emergency lights, generators, heating, water temperature checks. Building daily, weekly and monthly check sheets and complete and maintain relevant documentation * Record meter readings monthly * External - Ensure front entrances are swept daily and external bins are emptied. Check entrance areas for ice and apply grit where required * Supervision of ad-hoc out of hour jobs and projects (overtime provided) * Log through the helpdesk all tasks and update tasks correctly and accurately and ensure all are completed within agreed timescales * Provide proactive and helpful support the general Sodexo team on site to ensure site needs are met |

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| **Contextual or other information** |
| This job description is intended to give the post holder 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 be required at all times 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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| 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. |
| * Full compliance to service delivery and reporting of faults and defects as known * Continuity of Service delivery * Valued by customers/customer service * Safe conduct in fulfil tasks and undertaking duties * Absence Management and personal behaviours |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous experience in a facilities environment and able to evidence ability to follow instruction * The ability to implement and adhere to standards and procedures * Health and Safety experience * Good customer service skills * Methodical approach and good eye for detail |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Industry Acumen * Analysis and decision making * Focusing on client and customer * Intellectual agility and eagerness to learn * Promoting the brand * Practical operational skills |
| 9. Employee Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | | Managers Name |  | Date |  | |