

Job Description:
Handy Person – Night Painter

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| Function: | Energy and Resources  |
| Position:  | Painter (night shift) |
| Job holder: |  |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Davina Fenlon – Minor Projects and Moves Manager |
| Additional reporting line to: | Ed Cole - Engineering Manager |
| Position location: | Shell Campus London |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| Delivery of varying painting/decorating/MAF and PPM Reactives. This role will also include the requirement for the completion of reactive helpdesk tickets & assistance in the completion of painting project related tasks and other requests. |
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| 2. 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. |
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| **3. 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. |
| Shell London Campus is one of the major sites within the Sodexo Portfolio. The role is to provide overnight painting/decorating/MAF/PPM and reactive task provisions across the campus.* Have the ability to manage conflicting priorities in a complex working environment
* Ownership of areas, tasks and plant, deliver service with pride
* Liaise with internal and external customers the client and engineers at all level.
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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Carry out painting/decorating/MAF/PPM and reactive task work in line with SAP task list requirements.
* Close work orders and raise corrective work orders in line with SOP requirements
* Communicating with the customer.
* Maintain a safe, secure, and healthy work environment by following and enforcing local site standards and procedures whilst complying with legal regulations
* Assist in the delivery of planned and reactive painting maintenance across site working alongside.
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| 5. 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. |
| * Delivery of a consistent level of service, within the Company's standards, to the contract specification and service offer
* Compliance to company policies and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
* Develop an effective and structured relationship with both internal and external clients/suppliers
* Client satisfaction
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Painting skills
* Experience working in the building services industry
* Fantastic customer service experience.
* Strong customer services skills and experience
* Service orientated attitude combined with innovative thinking
* Strong team player within a high quality customer service operation
* Communicate effectively with a wide range of customers and multi-service team service personnel to achieve results
* Knowledge and experience of a range of painting activities
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| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 8. Management Approval – To be completed by document owner |
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| Document Owner |  |

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