

Job Description:
Engineer Supervisor

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| Function: | Corporate - Technical Services |
| Job:  | M&E Engineer Supervisor |
| Position:  |  |
| Job holder: | Vacant  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Technical Facilities Manager |
| Additional reporting line to: |  |
| Position location: | Elgin, Scotland  |
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| 1. Purpose of the Job  |
| * To assist the Technical Facilities Manager in delivering a customer focussed cost effective and efficient Hard Services delivery.
* Lead and manage the engineer team to deliver Planned Maintenance, Reactive Maintenance and other engineering support as required in order to meet contractual and legal obligations.
* Ensure Health and Safety standards are maintained or exceed on every task
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| 2. Organisation chart  |
| Technical Facilities ManagerEngineer Supervisor Engineer Team |

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| **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. |
| Technical* Complete and issue authorisation to work documentation to a consistent high standard.
* Ensure that all statutory documentation is kept up to date and is available for inspection or audit when required.
* Maintain a proactive fully compliant Document Control Centre (DCC) for individuals AP discipline
* Make sure H&S and statutory tasks are completed correctly and on time.
* Ensure any stock and services are ordered correctly through Purchase System.
* Look to recommend improvements to your work processes by providing suggestions and solutions in writing if requested.
* Carry out Contractor Inductions and complete all paperwork as required.
* Present Tool Box Talks and complete Real Estate Facilities Management paperwork, carry out regular Task and Workplace inspection as per the annual schedule or as required, log all paperwork and findings.
* Document and report all accidents and near misses as soon as possible to your Manager.
* Assist the Technical Planner by advising of any PPM’s that are outstanding and will affect the performance of the Building or Client Reports, to ensure zero failure.
* Prioritise PPM’s to ensure all works are completed on schedule and relevant paperwork is completed to a constant high standard.
* Ensure all PPM resultant tasks are raised for defects with costs for all materials allocated accordingly.
* Check all completed PPM’s paperwork ensuring all details are accurate. Sign off paperwork and Technically Complete.
* Audit 10% of weekly PPM’s to check and verify all information submitted.
* Ensure any issued PPM is recovered from the Engineers before end of shift, and that system is updated to avoid overdue PPM’s
* Monitor and manage reactive tasks in line with KPI’s.

General* Liaise with M&E team to ensure the most productive use of the Engineer Team.
* Be able to pass on clear instruction, both written and verbal.
* To work with other members of the wide Facilities Management Team, to provide great customer service
* Ensure that you present a smart appearance and uniform is worn at all times when on duty.
* Be responsive to the need to work extended hours and also weekends when requested.
* Demonstrate a willing and positive manner and to lead by example at all times.
* Complete quarterly documented 1-2-1 meetings for relevant staff. Monitoring general performance and agreed objectives.
* Complete and document Performance Reviews for your direct reports
* Ensure the Absence and Timekeeping Reporting Procedure is strictly adhered to at all times by all members of the Engineer Team.
* Manage Annual Leave planning in line with the site policy ensuring zero impact on operations.
* Ensure the Engineer Team work efficiently and safely to complete PPM’s and Reactive Tasks to resolve all client issues within the agreed SLA’s.
* Always attempt to improve on existing standards of work.
* Attend appropriate training courses to cover technical and customer service as and when required.
* Advise your Line Manage of any opportunity that could increase the contract, and look for areas that could develop our service.
* Work with the Technical Facilities Manager to keep the agreed budget on target
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Accountable for the completion of standard or non-standard tasks, within the scope of the function
* Delivers activities to support operational objectives for their role
* Inputs to planning activities with horizons of typically up to 6 months
* Makes decisions within parameters set by manager, using job/specialist experience
* Interacts with client or users around specific work efforts and deliverables
* Supports delivery and implementation of Health and Safety policy and standards
* Supervises the activities of others to meet deadlines and quality standards taking account of impact outside area of responsibility
* Focus of work on the completion of a set of related tasks for a particular section or service with the ability to accommodate new tasks
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| 6. Accountabilities |
| * Required to lead the engineer team
* Lead by example in Health and Safety, Customer Service and operational delivery
* Co-ordinates available resource to deal with the work in hand
* Required to assist less experienced staff
* Responsible for performance management issues and recommending disciplinary actions.
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| 7. Person Specification |
| * Served a recognised apprenticeship in relevant discipline with City & Guilds Craft Certificate/ ONC in relevant engineering discipline
* Previous experience in Building Services / FM Engineering environment
* Previous experience of Working as an Authorised Person
* Experience of Electrical, Mechanical, Heating, Cooling, Ventilation and Water systems.
* Effective communicator, both verbally and written
* Strong health and safety culture
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| 8. Competencies |
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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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| * Employee Engagement
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| 9. Management Approval  |
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| Version | V1.0 | Date | September 2018 |
| Document Owner | Stephanie Sim |

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