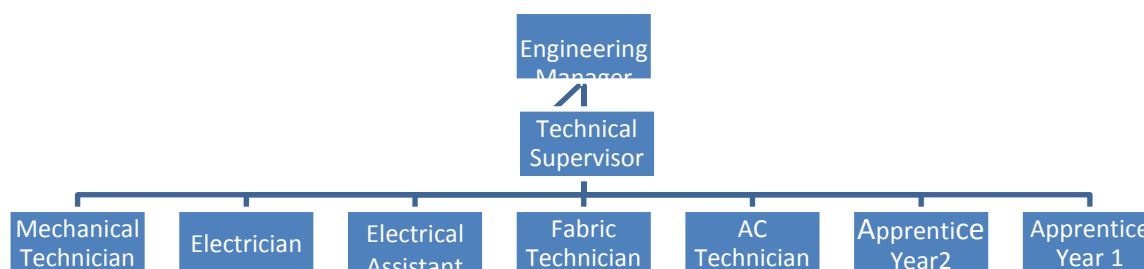


# JOB DESCRIPTION

Position Title	Technical Supervisor	Department	Facilities
Generic Job Title	Technical Supervisor	Segment	Corporate Services
Team Band	Un-banded	Location	BAE Systems Broad Oak
Reports to	Engineering Manager	Office / Unit name	BAE Systems Broad Oak

## ORGANISATION STRUCTURE



## Job Description

We currently have an opportunity for a Technical Supervisor to join our team. This is a great opportunity for a customer focused individual to join a world leading food and facilities management company that provides the IFM site service delivery within a large industrial / commercial site. Whilst offering unrivalled opportunities for career progression.

## **Main Responsibilities**

To co-ordinate and direct all activities within the assigned area across hard FM service.

To ensure that all services provided, adhere to safe systems at work and all relevant legislative requirements, supported by Centre of Excellence, Technical Service Manager and Shared Services.

The delivery of activities as stipulated in any local Account Strategies.

The monitoring of the services delivered and the reporting of said services to the Engineering Manager.

To act upon any reasonable requests from Managers.

To be accountable for the effective delivery of a professional maintenance service to the client ensuring that all contractual response and repair times are met.

Liaising with and organising other operatives/contractors to ensure a consistent and professional approach and having familiarity with electrical and mechanical systems with the ability to carry out minor repairs associated with said systems.

To manage, update and amend the site Asset register as and when required as per LOP.

To manage/assign and close work orders with the CAFM system with the assistance of the Site Service.

Support Administrator as per LOP.

To organise the teams work-load to achieve KPIs.

To be appointed to any relevant AP role upon successful completion of the Safe Systems of Work course. and subsequent formal assessment. Responsibilities there-after to be the management of the said SSW(s).

To issue Permits to Work within competencies and remit.

To co-operate with the client and employer ensuring that all statutory Health, Safety and Welfare legislation, is adhered to, including any company or site-specific policies and rules.

To be part of the on-call rota for breakdown callouts across the site over a routine 7-day period.

To be prepared to work to variable hours Monday – Friday when required based on a 40-hour week.

To provide assistance to other operatives and contractors when required.

Be able to communicate with the client's staff at all levels.

To attend any other training courses as required.

## **Key Performance Indicators (KPIs)**

Complete all work orders as per contractual KPI

Labour productivity management

Client satisfaction

Client Retention

Unit audit scores

People Management

Internal compliance standards

Health & Safety Compliance

## Skills, Knowledge and Experience

### Essential

The applicant must be a highly customer focused individual, able to motivate and drive performance in team to deliver high standards of service and cost effectiveness. With the capability of leading multi-functional teams in a regulated environment, where asset performance is a business-critical requirement. The role holder will have extensive experience and competency with the various types of services associated with Hard FM with a full understanding of H & S and other regulatory obligations.

Hold a formal Level 3 qualification within a relevant field

To be competent with a CAFM system, ideally Maximo

SC security or be able to obtain this level of security clearance

Valid driving licence

### Desirable

Valid 1<sup>st</sup> Aid Certificate

Valid IPAF Licence.

Valid IOSH Managing Safely Certificate.

Version	V1 CH	Date	27/08/2019
Document owner			