

## Facilities Engineer (M&E)



- Supporting the Technical Services Manager to ensure a seamless delivery of all contracted Integrated Facilities Management (IFM) services.
- Participate in a weekend on-call rota (1 in 4) to provide out of normal working hours support, as required.
- Deliver services in line with the business ethos and innovative solutions above the client's expectations.
- Build professional relationships with all stakeholders on the contract.
- Deliver a high-quality service to all stakeholders through the provision of an excellent technical support service, ensuring all building systems are always available and safe for use.
- To support our client in delivering sector leading performance.
- To support the wider Sodexo team locally, regionally and nationally as required in line with our corporate values of Service Spirit, Team Spirit and Spirit of Progress.

Revenue FY21:	£tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics    ■ Initial baseline and future growth TBC									

**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.

Technical Services  
Manager

Facilities  
Engineer(s)

Sub - Contractors

**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.

- Standard hours Mon – Fri 40 Hours (0800 – 1630) Sodexo are responsible for delivering some services out of normal working hours, and staff will be required to support this within the realms of their roles.
- Ensure that the Technical Service provision is delivered in a courteous, customer focused and professional manner, maximising the customer journey experience.
- Maintain high levels of communication within the maintenance team
- Take pride, ownership and responsibility for the estate and our buildings
- Ordering materials, and effective stock control mechanisms in accordance with agreed policy.
- To ensure service standards and deliver a customer focused service as per agreed KPI.
- Delivering remedial action where the satisfaction level has not achieved target.
- To ensure that proper care is exercised in handling, operating, safeguarding and maintaining equipment and appliances under the control of the maintenance team and maintain all necessary records.

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

- Carry out assigned Planned Maintenance (within skillset) in accordance with lead references, legislation and contract compliance.
- Carry out maintenance and repair of Mechanical & Electrical Systems. Such as, but not limited to, fixed electrical installations and appliances, lighting systems (high and low level), Air Handling Plant and Space Air Conditioning, Hot & Cold-water systems.
- Inclusive of electrical and mechanical fault finding to provide successful delivery of building services maintenance sitewide.

- To work closely with and to support/assist the maintenance team as required. Support the Sodexo Management team by ensuring that the service provides a high level of stakeholder satisfaction.
- Contribute to the development of a collaborative and inclusive culture, by sharing information and best practice within Sodexo.
- To assist with all aspects of Health and Safety compliance, assist as required, the preparation of Risk Assessments, Method Statements, COSHH Assessments and Safe Systems of Work
- To always comply with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with industry best practice.
- Maintenance of records in line with company procedures.
- To ensure that all areas in which work is undertaken are kept in a clean and tidy condition, to ensure minimum disruption to the building occupants, and a safe working environment.
- To attend courses and toolbox talks where required.
- To liaise, co-operate and monitor the visits of specialist sub-contractors and other visiting disciplines to ensure the continuing efficient operation of the plant without disruption to the occupants and to ensure sufficient adherence of health and safety.
- This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management.

**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.

- Support the Sodexo team to deliver innovations to improve service delivery
- Assist the Management team to promote a positive Health and safety culture across the site.
- Comply with both Sodexo's internal standards and all statutory regulations relating to Safe Systems of Work, Health & Safety, fire and COSHH.
- Ensuring Contractual KPI and SLA Compliance.
- To deliver a consistent level of service, within Sodexo's standards, to the contract specification and agreed performance, quality and financial targets.

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

**Essential:**

- Recognised trade training in relevant discipline(s) with a commitment to undergo continuing professional development and further training as required.
- Skilled in 'hands on' maintenance and knowledge of a wide range of plant, equipment and services
- Ability to work quickly and calmly, especially under pressure and in emergency situations.

- Be a team worker with a flexible approach, to include the ability to request and offer support from other team members as required, including liaison with line manager
- Possess good communication skills, both verbal and written, including accurate spelling and grammar and the ability to give explanations clearly.
- Experience of using computer-based applications.
- IOSH Working Safely or equivalent, (or a willingness to undertake and complete successfully within 3 months from commencement of employment).
- Ability to work effectively without close supervision and possess good organisational skills to prioritise workload to meet the required targets.
- A good knowledge of Health & Safety Legislation
- Knowledge of PPM maintenance systems
- Experienced in the safe use of hand tools, power tools and test equipment.
- Flexible and willing to undertake a range of tasks and duties vital for the effective and successful running of the contract.

#### **Desirable Experience/Accreditation**

- BAFE - Fire Extinguisher Maintenance
- L8 Awareness
- Portable Appliance Testing
- Fire Door Inspection
- Water Regulations
- IPAF and PASMA
- MAXIMO / EZMAX

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

#### **Qualities and Attitude**

- Confident, outgoing and presentable
- A Multi-Skilled person with a “can do” and “self-management” attitude.
- Enthusiastic and committed to Sodexo Objectives and Strategy.
- Personally, motivated with initiative, flexibility, and innovation to continually develop skills

**9. Management Approval** – To be completed by document owner

Version		Date	
Document Owner			