

JOB

DESCRIPTION

Senior Technical Supervisor

Job Title:	Senior Technical Supervisor
Department:	Capita
Reporting to:	Regional Manager
Direct Reports:	Engineering Resource Within Region
Location:	Field Based – South West
General Purpose of Role:	To ensure the smooth running of all planned and reactive M&E maintenance tasks safely and to an agreed standard within a defined portfolio of Capita to the required Service Levels supporting the Regional Manager. To provide first line response to all emergencies during normal working hours and out of hours when on call.

ACCOUNTABILITIES

- To ensure that all M&E reactive and planned maintenance tasks are allocated and completed to the agreed SLAs
- To provide M&E technical support as required, e.g. advice regarding major operational issues. Fast-track any priority jobs identified and ensure they are logged through the Helpdesk
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary
- Assist with ordering parts and materials in a timely manner through TABs
- To complete all associated paperwork in line with SLA's and Regional Managers requirements
- Ensure compliance with all health and safety requirements and adhere to with best working practices at all times. Ensure that toolbox talks are carried out and complied with as necessary.
- Undertake relevant HR processes including, notification of absence, holidays, training needs and completion of timesheets where appropriate.
- To carry out audits on internal engineering resource and subcontractors to ensure safe working practices are adhered to at all times.
- Ensure that all colleagues comply with dress code and maintain company vehicles in good condition
- Be available when on call to ensure effective response & resolution to satisfy customer needs and escalating where appropriate
- Ensure all statutory Compliance Checks are carried out and logged in the appropriate place
- To actively support colleagues building a teamwork approach e.g. – supporting with training and up skilling of colleagues and communicating regularly and assisting when required
- To ensure all staff's technical knowledge is kept up to date, informing the Regional Manager of any impending training requirements

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Able to demonstrate significant experience of M&E services maintenance
- Formal engineering qualification to City & Guilds
- Valid SMSTS or SSSTS qualification is an advantage

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- Experience of managing a team
- Full clean driving licence

Knowledge and Experience

- Multi-skilled experience
- Proven ability to manage customer expectations
- Significant experience ideally gained within building management environment
- Understanding of M&E service technologies
- Awareness of budgeting restrictions and parts and material usage
- Experience of quotes processes
- Ability to work unsupervised in a pressurised environment dealing with teams and Client base.
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner at all times and develop a good working relationship with colleagues
- Proficient IT skills
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn
- Enjoys working with people

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements