

JOB

DESCRIPTION

Job Title:	SMaRT hub Lift, Travellator, Shutters and Gates Technical Performance Engineer
Department:	SMaRT hub
Reporting to:	SMaRT hub M&E/Energy Manager
Responsible for (staff):	n/a
Location:	Field
General Purpose of Role:	To support the management of all Lift, Travellator, Shutters and Gate contracts, projects and Initiatives. Responsible for the technical performance of FM Lift, Travellator, Shutters and Gate contractors and ensure continuous improvement in the quality of service delivered to our client

ACCOUNTABILITIES

Responsible for the technical performance of FM Lift, Travellator, Shutters and Gates contractors to ensure service delivery in accordance with the agreed contract terms.

To be the point of contact for Arcus SLT, Field Team and SSL any Lift, Travellator, Shutters and Gate based enquiries.

Support with the overseeing of the maintenance, the Contractor Dilapidation Management system and the annual input to the client.

Providing technical and practical advice and offering training on Lift, Travellator, Shutters and Gate related matters.

Support Contract Management and The Clients Procurement team with any technical input into the development of contract specifications, performance monitoring frameworks and strategic objectives.

Ensure technical support to all contractor performance targets and resolve contract variation disputes in all Lift, Travellator, Shutters and Gate biased contracts and initiatives.

Build cohesive relationships with internal operational teams and external stakeholders to drive performance improvement in all Lift, Travellator, Shutters and Gate biased contracts and initiatives.

Expand the PPM audit program to other activities to demonstrate value to the client and develop new ways of working which can demonstrate savings.

Timely delivery of reports detailing FM contractor performance, development plans and achievements within agreed formats and timescales.

Service Provider Predictive rule support.

Technical support with H&S incident investigations.

Engineer/Senior Engineer and contractor admin process audits.

KNOWLEDGE, EXPERIENCE AND SKILLS

Experience of managing within Facilities Management

Previous Experience of working within the Lift and Travellator industry, NVQ 3 in Lift Technology minimum

Previous Experience of working within the Shutters and Gate industry and any relevant qualification

Demonstrate understanding of contracts and contractual matters

Strong problem-solving skills

Good attention to detail

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Be able to analyse and interpret data
Able to communicate effectively and at a high level
Able to present at a senior level
Able to negotiate, influence and use diplomacy with clients, contractors and colleagues
Health and Safety experience in an FM service delivery environment
Knowledge of performance measurement processes, SLAs and KPIs
Understanding of Health & Safety obligations and Legal compliance
Excellent interpersonal skills
Ability to represent Arcus and project a professional image at all times
Good negotiation skills and the ability to influence at all levels
Capable of preparing and delivering presentations **to senior management and the Client**
Keep abreast of technological advances within Lift, Travellator, Shutters and Gate field and make recommendations for enhanced use of technology to support continuous development and performance improvement.
Ability to analyse processes and identify gaps and improvement opportunities

BEHAVIOURAL COMPETENCIES

Confident communicator, verbal and written
Self-motivated and driven
Professional in approach at all times
Methodical and analytical
Strong team skills
Customer focused.
Commercial aptitude
High ethical standards
Can do' attitude and willingness to develop
Adapt to change in a dynamic working environment

OTHER FACTORS

The post holder must be able to work flexibly, as determined by business requirements, this will include being away from home occasionally.
Hold a full UK Driving License.
The post holder must be able to work from and attend meetings at various locations, including Arcus FM Head Office at Upminster, Arcus FM at Redditch, Sainsbury's Support Centre at Ansty Park, Sainsbury's Head Office at Holborn, London and at FM Contractor premises.

Do it **SIMPLY**. Do it **WELL**. Do it **WITH PASSION**.

Please note: This job description is aimed as describing the core output that should be achieved. It is not intended to include specific tasks, temporary activities or projects to recognise flexibility in a changing context.