

Technical Supervisor (maintenance)

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Company: Local UK

Location: City of London

Category: architecture-and-engineering

The role: Technical Supervisor

You will be available to provide guidance to colleagues across the Cluster, including technical knowledge in mechanical and electrical systems to ensure safe, appropriate and compliant solutions and efficient customer service delivery. You will also provide a rapid response to operational incidents and customer issues and will support the Area Operations Manager (AOM) and Contract Support to deliver the FM service. You will work closely with the BU Technical Services Manager (TSM).

Key responsibilities are as follows:

Promote the safe delivery of all activities regardless of discipline, circumstance and location

Ensure compliance with Health, Safety, Environmental, Quality and COSHH laws or regulations to make certain that all company Health and Safety policies and procedures are adhered to

Lead and be responsible for the day to day management and supervision of the FM colleagues including managing absence and planning cover

Interface with the TSMs and Technical SMEs for support, standards and process alignment

Provide first point of escalation for all maintenance colleagues, supporting with recruitment, onboarding, training and ongoing performance management of the team

Undertake the Control of Works Authorised Person (AP) role and support identification of other relevant APs and Competent Persons (CPs) in cluster

Deliver and coordinate cluster technical meetings and toolbox talks

Oversee all operations, maintenance, repairs, replacements, consumables, and general upkeep of the facilities in line with contractual requirements

Carry out and support first line investigations into building faults and isolate and make safe where necessary with subsequent referral to relevant engineer or specialist contractor through the Helpdesk

Deliver maintenance across the Cluster to the BT Specification within the SI7 system

Adjust local maintenance delivery to optimise asset life, enhancing system performance where feasible, whilst ensuring CAFM system data and structure retained

Call on CBRE SMEs where required for support on CAFM, Fire, Water, QHSE issues

Manage and coordinate subcontractors including quality checks on work undertaken

Coordinate with Procurement and Services team to ensure supplier delivery and performance objectives are met

Support Procurement and Services team in developing relevant new supplier relationships

Support colleagues in delivering tasks during peak workloads and provide holiday and sickness cover

Ensure statutory compliance for planned maintenance works

Ensure all on-site documentation is current and complete

Work through and document the process to close out any relevant audit non-conformances

Work under pressure, problem solve and to use initiative when necessary

Contribute to the development of the maintenance budget and monitor compliance with the budget

Hold and monitor the cluster inventory of tools, materials, PPE and equipment

Coordinate delivery of small projects

Review asset data and manage, update and verify asset data as required

Manage asset warranties and building defects especially at project handover

Approve monthly maintenance reporting and KPI validation, including live jeopardy management and applying for extensions to SLA's as required

Observe the site rules and maintain a smart appearance, leading by example at all times

Perform any other reasonable duties as requested by the AOM or TSM

Be aware of any potential or existing customer dissatisfaction or circumstance and ensure that this is escalated to the appropriate manager(s) in a timely manner

Assist in the preparation of emergency and contingency plans

Review method statements and risk assessments, technical diagrams and communications

Present and report technical information

Able to prioritise workloads across the team to ensure deadlines are met

Ensure that all issues are reported to the AOM

Person Specification:

Knowledge in more than one discipline such as mechanical, electrical, public health, water and gas, with a deeper expertise in at least one of these backed by trade or professional qualifications

Communication - communicates clearly and concisely, impressing others and ensuring understanding of all relevant information in all circumstances

Customer Awareness - responsive to the needs of the customer and aims to deliver customer satisfaction

Safety - A thorough understanding of health and safety in the FM services environment and related Control of Works processes

Teamwork - actively contributes to the team and strives to improve teams' effectiveness through personal commitment, supporting service delivery teams in delivering excellent customer service

Planning, Organising & Executing - able to understand the priorities, plan and organise the work and manage own time to deliver within the expected timescales

Risk Management - risk aware and applies the necessary controls

Adaptability - is responsive and open to changing circumstance

Drive for Excellence - a proven track record in managing front line technical operations with the ability to implement and manage complex technical maintenance and repair operations to a high standard

Self-Motivation and Development- is confident in own ability and is motivated to deliver, using opportunities to further develop.

Innovative - willing to really drive the innovation agenda within the Better Workplace

Programme

Reporting - the ability to produce high quality reports in Microsoft office suite, extracting relevant data from Tableau/ SI7/ PowerBI as appropriate

Commercial - Good commercial awareness with strong financial skills related to operational services

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