

# Sykes and Son Ltd

## Job Description and Person Specification

<b>Date Effective:</b>	10 November 2021
<b>IMS Reference:</b>	
<b>Job Title</b>	Contract Supervisor – Maintenance
<b>Based at</b>	London & Southeast – Mobile
<b>Reporting to</b>	Contract Manager
<b>Direct Report(s)</b>	None
<b>Working Relationships:</b>	Colleagues, clients, suppliers
<b>Job Summary:</b>	To provide hands on supervision to ensure that all equipment on sites is running efficiently and to optimum level as required by the client.

### Key responsibilities and Accountabilities:

1. Ensure successful completion of all reactive and PPM works orders to ensure timely completion and close out, meeting KPI's and SLA's as necessary
2. Ensure client satisfaction levels are at a constantly high level, leading to development of the contract to increase the portfolio/contract responsibilities
3. Respond immediately to equipment breakdowns and reactive work requests
4. Fix faults on site or arrange for replacement machinery or equipment to be installed
5. Supervision of technical staff and sub-contractors
6. Generating M&E reports as required and in support of the contract manager using Site Audit Pro or iAuditor
7. Ensure high standards of Health and Safety at all times, be proficient in Dynamic RAMS
8. Ensure all work carried out to standard required by client
9. Ensure through regular walk rounds that all spaces / plant areas are kept in a clean, tidy and safe condition and equipment is maintained to the highest standard with prompt rectification of any defects found
10. Provide out of hours engineering cover including weekends to support maintenance defects and client requirements with a 4 hour call out response time
11. Ensure company processes and systems are deployed and used correctly on site
12. Conduct all reasonable tasks that are requested to be completed by the company.

### Competencies

Competence	Level				
	1 – not required	2 – rarely required	3 – sometimes required	4 – required most of the time	5 – required all the time
<b>Technical</b>	1	2	3	4	5
<b>Communication/Teamwork</b>	1	2	3	4	5
<b>Communication/External Awareness</b>	1	2	3	4	5
<b>Teamwork</b>	1	2	3	4	5
<b>Resource Management</b>	1	2	3	4	5

## Personal Attributes/Aptitude/Skills

Personal attributes/aptitude and skills	Essential	Desirable
<b>Qualifications</b>	➤ Relevant C&G/NVQ to Level 3	➤ 18 <sup>th</sup> Edition
<b>Education needed for this role</b>	➤ College level, English & Maths (A Level or equiv.)	➤
<b>Training needed for this role</b>	➤ IOSH Health and Safety	➤ Working Safely
<b>Experience needed for this role</b>	<ul style="list-style-type: none"> <li>➤ Supervisory experience</li> <li>➤ Experience in a Facilities Management environment</li> <li>➤ Working to Planned Preventative Maintenance Regimes</li> <li>➤ Detailed knowledge of HVAC systems</li> </ul>	➤ NVQ in Team Leading
<b>Personal attributes needed for this role</b>	<ul style="list-style-type: none"> <li>➤ Ability to work on own initiative</li> <li>➤ Be proactive</li> <li>➤ Strong interpersonal skills</li> <li>➤ A positive attitude</li> <li>➤ Team oriented</li> <li>➤ Ability to provide supervision and leadership</li> </ul>	➤
<b>Aptitude needed for this role</b>	<ul style="list-style-type: none"> <li>➤ Ability to plan and prioritise</li> <li>➤ Attention to detail and accuracy</li> <li>➤ Ability to work under pressure</li> </ul>	➤
<b>Skills needed for this role</b>	<ul style="list-style-type: none"> <li>➤ Good numerical and Literacy skills</li> <li>➤ Excellent customer Service skills</li> <li>➤ Good Management skills</li> </ul>	➤

Signed by Managing Director:

Review date: