



JOB DESCRIPTION

JOB TITLE: Maintenance Supervisor

LOCATION: Gulfstream, Farnborough

REPORTING TO: Site Manager and/or Account Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Main Duties & Responsibilities:

To efficiently support a team of engineers of all disciplines on a day-to-day basis across Gulfstream's UK customer service center, based in Farnborough . Ensuring consistent operational delivery through smart working and the efficient execution of day-to-day tasks. To carry out PPM and Reactive works to satisfactory standard and to liaise with the Helpdesk and Contract Management Teams to provide excellent service delivery to our customers.

Person Specification:

A relevant trade in one or more of the following areas: Combustion / Electrical / HVAC / Mechanical / Building Services / Plumbing / Mechanical. City & Guilds certificates desirable.

Electrical / Multi Service desirable

Essential:

- Experience with using Meridian/Gatekeeper and CAFM systems.
- Previous experience of being customer facing.
- Experience with raising W/O's and some budgetary control desirable.
- Previous Experience with training and supervising engineers.
- Previous experience in supervising Specialist Sub-Contractors.
- Raising quotations and submitting to the customers.
- Good IT skills – Intermediate level, excel and Word.
- Excellent communication skills as this will be a client facing role, being courteous and polite at all times.
- Previous experience of compiling monthly reports for submission to the customer.
- Good understanding of Health & Safety in the workplace.
- Good understanding of M&E Building Services across all trades and services.
- Excellent skills required in keeping all ABM & Specialist related site logbooks fully up to date always and ensuring Statutory & Non-Statutory compliance always.
- Good knowledge of budget control.
- Dealing with a wide range of M&E emergencies and have experience/training of potentially entering HV rooms.
- Ensuring Statutory & Non-Statutory compliance always.
- Previous experience of issuing relevant permit to work documentation.

Desirable:

- IOSH/NEBOSH qualification.
- Entering HV rooms or HV AP Experience – Electrical / Mechanical / Confined Spaces / Working @ Height / LOTO.
- Electrical / Multi Skilled desirable.

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times.
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment.
- Use all work equipment and personal PPE properly and in accordance with training received.
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system.

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.