

JOB DESCRIPTION

JOB TITLE: Supervisor

LOCATION: Broadgate Campus

REPORTING TO: Service Delivery 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.

Job Objective & Responsibilities:

The M&E site supervisor is responsible for ensuring tasks are performed and that completed PPM task sheets are returned to the ER by the following Monday week of the task being issued. Help Desk job sheets are returned to the Supervisor by the end of each working day for re-prioritising and reissue.

Main Duties:

- You will supervise the maintenance contract, thus ensuring compliance with the planned maintenance schedules.
- You will distribute the work both planned or breakdown (day to day) to ensure optimum use of workforce and subcontractors.
- You will bring to the attention of the ER possible problems with the Agreement, hazards, potential savings and system improvements.
- You will complete all documentation relating to the maintenance contract.
- You will rectify discrepancies, deficiencies or alteration to existing documentation.
- You will ensure all engineering staff on site, contract or otherwise comply fully with all aspects of the Health & Safety at Work Act 1974 and any other current legislation relating to safe working practices. Compliance to the ER House Rules & Regulations document is also a further stipulation.

- You will deputise for ER's as and when required in order to maintain the continuity of the Agreement and the service provided.
- You will liaise with the Tenants to minimise inconvenience associated with the Maintenance Service provided.
- You will attend meetings or support the ER as required.
- You will advise the ER of any requirements to provide either replacement or additional cover to comply with the terms of the contract or additional works that may be required.
- You will be required to undertake any other duties as may be required by the ER.
- You will prepare and submit a comprehensive written report of any emergency incident that occurs.
- You will be required to undertake any other duties as may be required by the ER.
- You will ensure that the Fire Alarm testing is carried out following the applicable procedure and the correct time and date.
- You will inform the ER of any omissions or deficiencies in alarm testing.
- You will ensure that any further rectification work is dealt with as a matter of urgency.
- You will have full knowledge of operation of plant/services, for which you are responsible, to include the following operating procedures:
 - Start-up preparation.
 - a) Plant start-up (normal and emergency)
 - b) General running conditions
 - c) Plant changeover
 - d) Plant shutdown (normal and emergency)
 - e) Fault finding
- You will from time to time, or as directed by the ER, instruct and train personnel in the operation of plant to ensure that personnel are familiar with the plant operation procedures. He will bring to the attention of the ER any shortcomings in the knowledge of plant operation by personnel or of any deficiencies in, the plant operation procedures.
- You will whenever time permits or as directed by the ER review plant run times and settings to ensure the optimum levels of performance and Energy usage.
- You will whenever time permits or as directed by the ER conduct surveys of systems and present quoted proposals considering advances in technology and their impact upon energy usage. The Contractor's attention is drawn to Section 2 Clause 5.5.3 – Correct operation of Plant
- You will familiarise himself with the Procedures for Electrical Switching and have full knowledge of those switching procedures relating to major power failures and failures of supplies. He will from time to time, or as directed by the ER, exercise and instruct personnel in those switching procedures to ensure familiarisation by personnel. He will bring to the attention of the ER by considered shortcomings in the knowledge of or deficiencies in, the switching procedures.
- You will ensure that all plant rooms and areas of high risk are visited and plant visually checked during the day. Visual inspections of essential plant must be carried out at least once per day, preferably within the first two hours during plant walk around, and must be treated as high priority. The visual check is to confirm that plant/services are operating correctly and are in the correct operational mode.
- You will train and encourage personnel to communicate between themselves and other departments and tenants in a professional, helpful and courteous manner.

- You will be responsible for the training of personnel. Training subjects to include Induction, Safety, Technical Plant operation, Communications, Emergency Procedures and Electrical Switching Procedures.
- You will ensure that personnel are dressed in the designated uniform and are of smart appearance.
- You will whenever time permits or as directed by the ER employ personnel to conduct surveys of systems to enable record drawings to be updated.
- You will utilise that information held in the Drawing and Technical Reference Library to assist in the survey.
- You will instruct and encourage personnel to report any accumulation of rubbish, noise or nuisance, spread of dust, fire/safety hazards and building defects found whilst carrying out their operational duties/rounds. The supervisor will take appropriate action on reports, fire and safety hazards to be dealt with urgently.
- You will, depending on his level of authority, determine and write schedules for sanction by the ER and undertake HV switching.
- You will attend regular meetings with the ER as required.
- You will initiate and control emergency actions and procedures as required with the following priorities:
 - a) Safety of Personnel and comply fully with all aspects of H&S Legislation
 - b) Minimise damage to equipment, systems and structures.
- You will direct and control personnel as necessary to ensure that building equipment and services are operated correctly and efficiently to maintain the optimum service to its tenants and to minimise the maintenance and repair load.
- You will tour the whole of the Building to inspect essential equipment, plant and plant rooms at least once per week. During his tours of inspections, you are to check for;
 - a) Correct operation of plant
 - b) Potential fire and safety hazards
 - c) Plant/services defects
 - d) Plant room cleanliness
 - e) Abnormal environmental conditions

The Contract Manager/Supervisor will produce and submit a monthly written report to the Employer's Agent. The report will state;

- a) Any concern relating to the plant operation
 - b) Unplanned stoppages of essential plant/services with associated causes
 - c) Power outages with associated causes
 - d) Training of personnel undertaken
 - e) Any concern relating to personnel
 - f) Results of alarm tests undertaken
 - g) Incidents relating to plant operations and/or shift routines
- You will immediately inform the ER;
 - a) Any real or potential hazard or emergency affecting the safety of personnel
 - b) Any threat to the immediate reliability of essential plant/services.
 - You will be responsible for isolating equipment in readiness for maintenance and repair.

- You will, where considered necessary for safety reasons or the safeguarding of essential equipment directly supervise the location and restoration of supplies.
- You will be aware of all emergency procedures to include Call Out, Fire, Bomb Alert, Gas Escape, and Flood and Lift failure and have a full knowledge of actions to be taken herein.
- You will from time to time, as directed by the ER, exercise and instruct personnel in all those procedures to ensure that personnel have a full understanding of what actions need to be taken in those emergencies.
- You will bring to the attentions of the ER any shortcomings in the knowledge of the emergency procedures by personnel or of any emergency procedures or of any deficiencies or abnormalities in the emergency procedures content.
- You will ensure that adequate numbers of competent resources are deployed in the event of an emergency.

Person Specification:

Ability to work in a fast-paced team with the ability to remain calm under pressure.

Outstanding communication skills both internal and external.

Basic / Intermediate level in MS Office (Word, Excel, PowerPoint).

The ability to effectively prioritise your workload and build relationships with key stakeholders.

Excellent attention to detail.

A customer focussed approach.

A proactive/can do attitude to work.

The ability to work on own initiative and take full ownership of role.

The ability to follow process/ instructions.

Computer literate.

Health & Safety Responsibilities

- Always follow ABM Group and company policies and procedures;
- 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