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| **Post Details** | **Last Updated:** 31/01/20 |
| **Faculty/Administrative/Service Department** | Estates Facilities and Commercial Services(EFCS) |
| **Job Title** | Senior Mechanical Technician Refrigeration (Appointed Person) |
| **Job Family**  | Professional Services  | **Job Level**  | L03 |
| **Responsible to** | Service Support Manager (SSM) Statutory Compliance |
| **Responsible for (Staff)** | Apprentice/Trainee |
| **Job Purpose Statement**Working as the key team member and appointed person responsible for the specialist field of F gas safety and refrigerant plant statutory maintenance of the University premises. Reporting to their SSM, the role will be to ensure compliance with statutory policy and obligations under the F Gas regulations, undertaking planned and reactive work on heating, ventilation and air management systems to support the University’s infrastructure and environmental control systems across all of our premises, ensuring that they are maintained in a compliant, safe, efficient and functional order. |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. This senior engineer role will have expert status with full knowledge of their specialist field, taking overall responsibility for the provision of F gas safe certification across the whole University portfolio and the potential status of AP (appointed person).
2. Maintain all air conditioning and installed refrigeration systems, including statutory inspection and testing where required to current legislative requirements. They will identify gaps in information or compliance and advise on the potential solutions, managing complex situations with a broad understanding of the stakeholders, staff and students impacted.
3. Provision of emergency response to F Gas related issues ensuring failing plant or assets are reported to the Helpdesk and plant areas are maintained in good condition.
4. The post holder will be required to undertake refresher training to ensure their certification and qualifications are kept up to date at all times in order to maintain their authority and will be expected to successfully pass and maintain the accreditation. They will be expected to liaise and co-ordinate across departments and faculties in order to manage activities with changing priorities and differing situations.
5. Deliver an effective response to maintenance demands from the University and support for apprenticeship and trainee development in relation to F Gas/air management activities.
6. Ensure compliance with all University H&S and Environmental systems and procedures and take an active part in the development of any policy.
7. Carry out multi-skilled tasks where relevant training/experience can be demonstrated such as (but not restricted to) electrical isolation and fault finding, associated mechanical stripping out/refitting, minor carpentry and redecoration repairs linked to maintenance rectification work. They will carry out detailed analysis in order to develop solutions to complex problems utilising reports and other presentation approaches.
8. Complete all necessary administrative work associated with departmental management systems, including the completion of work records (paper or electronic), timesheets, stores issues, orders, estimates and health and safety records. Utilise Building Log Book to record all maintenance visits and any relevant defective information and repairs. All defect will be immediately reported to the Helpdesk for further action. They will be required to maintain formal record keeping and produce evidence on request.

**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * As a Senior Technician the post holder will operate on a day-to-day basis, with minimum supervision from the SSM. The post holder will ensure statutory F Gas and refrigerant servicing schedules are maintained and highlight any risks immediately to the SSM. It is expected that the post holder will complete their tasks within agreed timescales and according to priority set by the SSM.
* The post holder will be expected to assume responsibility for the effective and efficient deployment of their resources to deliver the statutory obligations of the University. This will require the post holder to demonstrate initiative and communicate regularly with key stakeholders, the SSM and H&S staff on any emergencies or matters arising that may interfere with the successful completion of their tasks. They will be required to ensure plans and schedules feed into and meet the broader departmental objectives.
* As the Senior Technician responsible for F Gas and refrigerant services the post holder will be responsible for advice and guidance to the SSM and Operations Manager on risks and longer term asset condition information and capital replacement planning. They will expected to determine their own priorities and be clear on why if this deviates from accepted protocols.
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| **Problem Solving and Decision Making*** The post holder is expected to demonstrate initiative and judgement in solving complex problems and has authority to shut mechanical systems down throughout their functional area. They must be able to apply their judgement, skills and experience to make these decisions, fully appreciating the impact and risks for business continuity, H&S and student experience associated with their actions.
* The post holder is expected to share complex issues, such as those arising when dealing with old or dangerous/unsafe installations or those outside of the remit of their role with their SSM or the technical engineering experts within the wider EFCS Team for advice or escalation. Solutions will require the individual to develop diversified thinking resulting in innovate solutions that may be outside of standard procedures.
* The post holder is expected to recognise where maintenance work is necessary and to take a pro-active approach, working with the Helpdesk to capture and identify any failing or out of service plant they may encounter when completing their duties. In addition the post holder will work to ensure the asset records remain up to date by ensuring any untagged equipment is captured and submitted for addition to the formal record. Where equipment is being replaced the post holder will need to confirm with the SSM the appropriate action.
* The post holder will be expected to bring a high level of competence and experience to the role, recognising solutions to complex issues and facilitating the support of colleagues and engineering staff to develop solutions.
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| **Continuous Improvement*** The post holder will identify and recommend improvements to working processes/systems/policies, they will be expected to contribute to the continuous improvement of the service delivery and compliance agenda.
* The post holder will be required to attend, complete and maintain their statutory F Gas and refrigeration accreditation and may be invited to develop their skills further with cross-skilling training as part of the ongoing development of the Maintenance Services Team.
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| **Accountability** * The post holder will at all times work in compliance with the Universities H&S policies and procedures and report immediately any observations where the University compliance will be at risk. Operatives will all carry out a Point of Work risk assessment before completing any tasks and ensure they have the appropriate training, tools and information to complete the job safely. Where this is not the case they will immediately escalate this to their SSM.
* The post holder will be expected to work alone (with exception of H&S requirements), largely independently when responding to work requests and will therefore, have the operational freedom to make decisions and take ownership of the maintenance process, provided the tasks are within their skill set and capability.
* The post holder is expected to work across all of the functional areas and will require a high level of communication skills in order to ensure their schedule is aligned to their colleague’s tasks and business risk.
* This post impacts across the whole of the University in terms of its provision of service. Due to the nature of this post it is important the individual appreciates the potential for their judgment to impact upon the health and safety of those within the University and must work at all times to ensure their duty of care remains in place for colleagues and broader University staff and public.
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| **Dimensions of the role** * The post holder will be expected to support and input to resource planning activities ensuring financial risk is understood, communicated and managed. Some budget/expenditure may be delegated for specific management and reporting.
* The post holder will provide support and guidance to individuals training in F Gas and refrigeration certification and or as part of an apprentice role. This may include advising on performance and development aspects of individuals under the direction of the role.
* The post holder will be responsible for the use and care of any relevant specialist equipment and tools.
* Provide support, routine guidance and advice to colleagues and new staff.
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| **Supplementary Information** * The role may require the individual to undergo enhanced security clearance checks as part of the control measures required by the University
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| Minimum of a recognised City and Guilds or equivalent NVQ/technician qualification in mechanical services (Air conditioning, Refrigeration and pressure systems installation and maintenance)  | E |
| F-Gas Qualified | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Thorough knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness | E | 3 |
| A working knowledge of the Health and Safety at Work Act, COSHH and any other relevant legislation covering Safety in the Workplace. | E | 3 |
| Have a detailed understanding of mechanical/plumbing installations and be qualified as an F Gas and Refrigeration competent engineer. | E | 3 |
| Experience of diagnosing complex problems on engineering systems | E | 1 |
| The post holder will ideally be working towards a multi-skilled competency or will be willing to undertake training and development to support multi-skilled working. | D | n/a |
| **Special Requirements:**  | **Essential/Desirable** |
| The post holder may be required to support out of hours rotas as required by the SSM to ensure operational effectiveness and business continuity.  | E |
| Must be able to drive and hold a current full EU license or equivalent permanent licence. | E |
| Willingness to undertake training in other trade disciplines (where appropriate/required)  | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 32332311n/an/a |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationEFCS are responsible for the planning, development and maintenance of the University Estate and provide Support Services to all faculties and departments in the University. The Estate is a key element of the marketability of the University. Estates & Facilities Management are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience. Estates Facilities and Commercial Services has a number of key sections: Administration, Central Distribution & EFCS Help Desk Maintenance ServicesEstates Services Projects Horticulture Sustainability & Energy ManagementSecurity SystemsAccomodationCommercial ServicesPlanning and Space Management |
| Department Structure Chart  |
| Relationships The post holder will liaise and work with colleagues in order to complete their objective and ensure a quality one team approach. There will be regular contact with students and staff whilst carrying out their duties and they are expected to behave in a helpful and courteous manner to promote a positive image of the department at all times. They will consult with the Service Support Manager and Engineers for advice and guidance and will liaise with external consultants and contractors as required in the completion of their tasks.The post holder will be familiar with the Universities values and will work at all times with these standards in mind and be aware of their responsibilities to represent EFCS in a professional and effective manner. This will include embodying the EFCS “one team” approach that supports our colleagues in adjacent teams however we can.**Internal*** Senior colleagues within EFCS
* Colleagues across the broader University
* Health & safety colleagues
* Faculty and key stakeholders

**External*** Contractors
* Health & Safety specialists
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