

Post Details		Last Updated: September 23	
Faculty/Administrative/Service Department	Estates and Facilities Management (E&FM)		
Job Title	Multi Skilled Shift Technician		
Job Family	Professional Services	Job Level	C
Responsible to	Service Support Manager (SSM)		
Responsible for (Staff)	N/A		
<p><u>Job Purpose Statement</u> Working as part of a team responsible for the operational maintenance of the University premises, undertaking planned and reactive work on mechanical/electrical/controls systems to support the University's infrastructure and environmental control systems across all of our premises, ensuring that they are maintained in a safe, efficient and functional order. Reporting to the Service Support Manager (SSM) this post will support the technical shift function primarily covering Surrey Sports Park (SSP)/Manor Park and Stag Hill.</p>			
<p><u>Key Responsibilities</u> 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)</p>			
<ol style="list-style-type: none"> 1. Maintain all mechanical, electrical and control systems, including statutory inspection and testing where required to current legislative requirements (Dependant on skill set). 2. Ensure failing plant or assets are reported to the Helpdesk and plant areas are maintained in good condition. 3. Deliver an effective response to maintenance demands from the University. 4. Ensure compliance with all University H&S and Environmental systems and procedures and take an active part in the development of any policy. 5. Ensure the use of equipment and materials in the delivery of maintenance services are appropriate, to current legislation and of the correct standard. 6. Keep up to date with developments in their trade or field of profession and attend courses organised by the University to improve knowledge and understanding of relevant subjects. 7. Carry out multi-skilled tasks where relevant training/experience can be demonstrated such as (but not restricted to) electrical/mechanical isolation and fault finding, associated removal/refitting of assets, minor carpentry and redecoration repairs linked to maintenance work. 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. <p>N.B. The above list is not exhaustive.</p>			

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, always operating in a collegiate manner.

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.

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

- The post holder will operate on a day-to-day basis, with minimum supervision from the SSM. It is expected that the post holder will complete their tasks within agreed timescales and according to priority set by the SSM. This will require the post holder to demonstrate initiative and communicate regularly with the SSM on any emergencies or matters arising that may interfere with the successful completion of their tasks. The post holder will be required to plan their own work for weeks and months ahead which requires skills in planning and organising work and services

Problem Solving and Decision Making

- The post holder has authority to shut mechanical/electrical/control systems down throughout their functional area and 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 refer complex issues, such as those arising when dealing with old or dangerous/unsafe installations or those outside of the remit of their role to their SSM or the technical engineering experts within the wider E&FM Team for guidance or escalation.
- 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.

Continuous Improvement

- The post holder will suggest minor improvements to working processes/systems, and where relevant, implementation may occur at a higher level or be overseen.
- The post holder may be required to attend and complete cross-skill training as part of the ongoing development of the Maintenance Services Team.

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

<p>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.</p> <ul style="list-style-type: none"> • The post holder is expected to work predominately in their dedicated functional areas but in order to retain knowledge of the other areas may at any time be swapped to another functional area as directed by the SSM's. • Post holders in the Technical Shift Team will be expected to provide cover between shifts for holiday and sickness if required by the SSM • 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. 		
<p>Dimensions of the role</p> <ul style="list-style-type: none"> • The post holder will be responsible for the use and care of any relevant equipment/tools. • Provide basic, routine guidance and advice to colleagues and new staff. • Primarily in two delivery teams, SSP and Stag Hill they will work together and support each other in the delivery of their duties, aiding where appropriate in emergencies and in support of call out staff. 		
<p>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.</p>		
<p>Qualifications and Professional Memberships</p>		
<p>Minimum of a recognised City and Guilds or equivalent NVQ/technician qualification in Mechanical/Electrical, installation and maintenance plus several years' relevant work experience.</p> <p>Or</p> <p>Learning gained through work experience of a number of years. Will include short courses and other formal training.</p>	<p>E</p>	
<p>Mechanical/Electrical cross skilling</p>	<p>D</p>	
<p>Swimming pool operator training (SSP)</p>	<p>D</p>	
<p>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).</p>	<p>Essential/Desirable</p>	<p>Level 1-3</p>
<p>Thorough knowledge and understanding of the work practices, processes, and procedures relevant to the role, which may include broader sector/commercial awareness</p>	<p>E</p>	<p>3</p>
<p>A working knowledge of the Health and Safety at Work Act, COSHH and any other relevant legislation covering Safety in the Workplace.</p>	<p>E</p>	<p>3</p>
<p>Have a detailed understanding of mechanical/electrical installations and be willing to attend formal update training if required.</p>	<p>E</p>	<p>n/a</p>
<p>Experience of diagnosing problems on engineering systems</p>	<p>D</p>	<p>n/a</p>
<p>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.</p>	<p>E</p>	<p>n/a</p>
<p>Special Requirements:</p>		<p>Essential/Desirable</p>
<p>This post will operate on a shift pattern that provides cover from 06.00 until 23.00 - 7 days per week 365 pa.</p>		<p>E</p>
<p>Must be able to drive and hold a current full EU license or equivalent permanent licence.</p>		<p>E</p>
<p>Willingness to undertake training in other trade disciplines (where appropriate/required)</p>		<p>E</p>
<p>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.</p>		<p>Level 1-3</p>

Communication	1
Adaptability / Flexibility	2
Customer/Client service and support	3
Planning and Organising	1
Continuous Improvement	1
Problem Solving and Decision-Making Skills	2
Managing and Developing Performance	n/a
Creative and Analytical Thinking	1
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/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

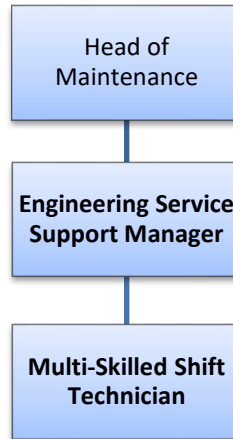
Background Information

Estates & Facilities Management 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 Management has eight main sections:

- Administration, Central Distribution & E&FM Help Desk
- Maintenance Services
- Estates Services
- Projects
- Horticulture
- Sustainability & Energy Management
- Systems
- Planning and Space Management

Department Structure Chart



Relationships

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 E&FM in a professional and effective manner. This will include embodying the E&FM "one team" approach that supports our colleagues in adjacent teams however we can.

Internal

- Senior colleagues within E&FM
- Colleagues across the broader University
- Health & safety colleagues
- Faculty and key stakeholders

External

- Contractors
- Health & Safety specialists