

Post Details		Last Updated: March 26	
Faculty/Administrative/Service Department	Estates and Facilities Management (E&FM)		
Job Title	Senior Plumbing and Heating Technician		
Job Family	Professional Services	Job Level	3
Responsible to	Engineering Team Leader		
Responsible for (Staff)	Apprentice(s)		
<p><u>Job Purpose Statement</u> Working as part of a team responsible for the operational maintenance of the University premises and reporting to their Team Leader, the role will be undertaking planned and reactive work on heating, ventilation, MTHW and plumbing systems to support the University's infrastructure and environmental control systems across all our premises, ensuring that they are maintained in a safe, efficient and functional order. This position requires good planning, organising and prioritising skills. This role will be at a senior level and as such be expected to tackle more complex tasks, take on additional responsibilities and communicate effectively at a senior level.</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, air and water systems, including statutory inspection and testing where required to current legislative requirements. 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 in a timely and cost-effective manner. 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 isolation and fault finding, associated mechanical stripping out/refitting, 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 Logbook to record all maintenance visits and any relevant defective information and repairs. All defects will be immediately reported to the Helpdesk for further action. 9. Prepare reports and communication of complex issues to the management team that facilitates resolutions in an effective and efficient manner. 10. Assume responsibilities for additional activities that may require further qualifications or training and being recognised as a departmental expert in a particular field or process. 			
<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 Team Leader. It is expected that the post holder will complete their tasks within agreed timescales and according to priority set by the Team Leader. This will require the post holder to demonstrate initiative and communicate regularly with the Team Leader 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 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 initially establish a robust understanding of complex or problematic issues to convey to their manager potential solutions or approaches. If an issue exceeds their capability, such as those arising when dealing with old or dangerous/unsafe installations or those outside of the remit of their role it should be escalated to their Team Leader or the technical engineering experts within the wider E&FM Team for guidance or advice.
- 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 Team Leader the appropriate action.
- Plan their own work for weeks and months ahead.
- Analyse problems, diagnose solutions, and gain agreement to their implementation where appropriate.
- Ability to solve a range of day-to-day problems without reference to others.

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.
- When dealing with particularly unusual or complex problems, the post holder is expected to put forward recommendations on managing the situation/problem to their line manager, with only the most complex problems being referred to them for resolution.
- The post holder may be required to attend and complete cross-skill training as part of the ongoing development of the Maintenance Services Team.
- Analyse problems, diagnose solutions, and gain agreement to their implementation where appropriate
- The post holder will be required to take on additional responsibilities that may require training to assume higher levels of competence regarding complex systems and plant. The role will also be expected to take on the role of responsible person for specific areas of compliance activity, for example pressure systems etc.

Accountability

- The post holder will always work in compliance with the University's' 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 Team Leader
- 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 predominately in their dedicated functional areas but to retain knowledge of the other areas may at any time be swapped to another functional area as directed by the Team Leader.
- This post impacts 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 always work to ensure their duty of care remains in place for colleagues and broader University staff and public.
- Coach others, including apprentices, to help them acquire new skills and experience in line with their existing skills and trade.

Dimensions of the role

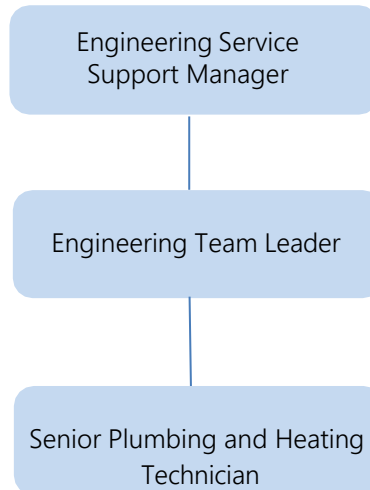
- The post holder will be responsible for the use and care of any relevant equipment/tools.
- Provide basic, routine guidance and advice to colleagues and new staff.
- The role may require the individual to undergo enhanced security clearance checks as part of the control measures required by different parts of the University
- May assist in the development of new systems or procedures.

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 (heating, ventilation, plumbing installation, and maintenance)		E
Electrical qualification/awareness		D
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 willing to attend formal update training if required. It may be a requirement to attend gas safe training if required.	E	2
Experience of diagnosing problems on engineering systems	D	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.	E	1
Special Requirements:		Essential/ Desirable
The post holder may be required to support out of hours rotas as required by the Team Leader 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

Must have experience of effluent treatment plant a knowledge of Actini equipment would be an advantage.	E
Must have PSSR experience of MTHW systems and understand the safe isolation process	E
Must have knowledge of the safe isolation of electrical systems	E
Willingness to undertake training in other trade disciplines (where appropriate/required)	E
To be part of an out of hours on-call rota	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 competency is not a requirement of the grade.	Level 1-3
Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	2
Problem Solving and Decision-Making Skills	3
Managing and Developing Performance	n/a
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	1
Strategic Thinking & Leadership	n/a
<p>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.</p>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>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.</p> <p>Estates & Facilities Management has eight main sections:</p> <ul style="list-style-type: none"> • 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

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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