

Mechanically Biased Technician

FES Facilities Management has an exciting opportunity for a mobile Commercial Gas Engineer to join their team based in the Northern Business Unit. The successful candidate will support the management and delivery of FES Facilities Management activities for various Facilities Management contracts in the North East of Scotland. This includes Mechanical, Electrical and general fabric works.

The successful candidate will provide a comprehensive maintenance service; through planned preventative maintenance; reactive repair and installation of project work to a range of high profile client sites in the North East of Scotland.

SKILLS & ATTRIBUTES:

The successful candidate will have the following:

- City & Guilds - Building Services Engineering or Electrical Installation/Maintenance or equivalent
- BTEC National Certificate - Building Services Engineering or Electrical Installation/Maintenance or equivalent
- 17th Edition IEE
- City & Guilds Refrigerant, Safe Handling ACS/Gas Safe qualifications
- A demonstrable knowledge of building services engineering
- Must possess up to date commercial gas certificates coupled with a City & Guilds 2079

- Electrical competency to 17th edition IEE Regulations would be an advantage
- The successful candidate should be self-motivated and able to work independently with little supervision or as a member of a team.
- Ensure services are provided with a professional customer service focus responding to any requests for support from users within the Client Premises
- Proactively developing customer relationships by making efforts to listen to and understand the customer (internal and external); anticipating and providing solutions to customer needs; giving high priority to customer satisfaction.
- Creating a good impression, showing confidence and expertise in electrical, mechanical & fabric systems
- Be able to discuss issues with customers to ascertain their concerns and provide them confidence in the service to be delivered.
- Provide first time fix for all systems installed within the Clients premises
- Responsible for ensuring that the maintenance plan is managed to the maximum effect.

- Communicate progress in the maintenance plan, possible delays or changes of the work completion date to the Supervisor.
- Act as the focal point for all matters regarding the impact on the customers and their facilities.
- An essential function of the individual is to ensure that the customer is kept informed about the progress of their work requests, this may be through the Helpdesk or direct
- Compliance Management.
- Ensure full compliance with all Service Level Agreement regarding the Electrical, Mechanical and Fabric support and all areas of responsibility.
- Report all service shortcomings affecting the services provided to the Supervisor.
- Monitor progress of reactive service requests raised, this will ensure prompt response at all times.
- Embrace and deliver the Working Together service excellence concept and to operate as part of the "One Team" culture across FES Group
- Maintain awareness of technology development.
- A commitment to continuing professional development.
- Enhanced Disclosure Scotland check.

FUNCTION:

To support their line manager and the other members of the team in the delivery of the existing FM contracts.

This will be achieved via the practical implementation of the company's management system and the utilisation of the candidates knowledge and experience.

DIRECT REPORTS:

The operative shall report to the Operations Manager.

RESPONSIBILITIES:

To ensure the satisfactory performance and further development of all tasks for which he/she is responsible including:

- Compliance with contractual requirements
- Planned Preventative Maintenance of Building Services including, commercial heating systems, Plumbing
- Recording results from PPM tasks into handheld / paper based systems
- Respond to reactive maintenance calls via Company Helpdesk
- Liaising with Helpdesk to provide accurate and timely updates and closure of call logs

- Respond to emergency call outs as required, whilst on duty; and as part of a rota, for out of hours and weekends
- Installation, repair and restoration of Building Services
- Support other disciplines where required as above
- Monitoring supply partners who work on site to insure they perform requested work to agreed Service Levels and Key Performance Indicators and follow all safety guidelines to ensure service excellence at all times.
- Responsible for completing occupant / client log requests, including response to comfort, plumbing, electrical, environmental, safety, lighting and other related issues
- Monthly facilities inspections
- Participate in progress reviews, to develop continuous improvements and best practice
- Must be able to work element of overtime
- To be fully conversant with Management systems
- Any other such duties

This is not intended to be an exhaustive or exclusive list of duties.

These duties and responsibilities may be changed from time to time in accordance with the needs of the Company. In particular the post holder may be required to provide support to holders of other posts according to changes in workload and patterns of working.

This is a summary of the main areas of the job and will be subject to periodic review in conjunction with the post holder; and detailed objectives will be set periodically, in conjunction with your Line Manager, to which post is accountable.

SALARY & BENEFITS:

Salary TBC and will be dependent on qualifications and experience.

Job Profile Summary.

Factor	Relevant Requirements
Communication & Relationship skills	Provide and receive fairly complex information. Ability to engage with clients and build interpersonal relationships both internal and external to FES FM. To communicate accurately and with maximum clarity. Communication is required both Verbally and via the written word
Analytical & Judgemental Skills	Knowledge required across the service to be delivered. Able to analyse and interoperate information and to consider a number of options before deciding on a course of action.
Planning & organisational Skills	To contribute to the planning process as required and to implement plans of work as specified by line management
Physical Skills	Ability to enter areas where access, egress and movement may have restrictions and/or significant hazards i.e. plant areas, voids, roofs etc. Physical activities in relation to the maintenance and remedial actions required for the plant under their remit. Lifting and carrying (manual handling).
Responsibility for policy implementation	Full responsibility to ensure that all relevant policies and arrangements are implemented for the activities under their remit
Responsibility for policy development	To highlight any inadequacies of policy and arrangements and to inform their line manager of the requirement to create/improve any processes or policies as the need arises. To participate in the continual improvement process.
Responsibility for financial and physical resources	To ensure the best use of resources at all times.
Responsibility for human resources	To comply with the HR policies as required.
Freedom to Act	Freedom to act will be governed by the relevant policies and the contractual framework as agreed between FES FM and the respective client(s). Other more dynamic needs may be acted upon utilising the individual’s training and experience. A full understanding of the escalation procedure will be required
Physical Effort	Combination of sitting, standing, walking and driving. Frequent light effort for medium periods and heavy effort for shorter periods
Mental Effort	Ability to concentrate on the job in hand and to prioritise activities based on criticality. Multi tasking
Emotional Effort	Occasional instances of high pressure and the ability to remain calm and composed in an “Emergency” whilst continuing to carry out the actions delegated to them.

