

Regeneration, Property & Planning

Building Services Engineer Job Description and Person Specification

March 2019

Job Description

Job Title:	Building Services Engineer
Department:	Regeneration, Property & Planning
Function:	Property
Team:	Facilities
Post number:	
Grade:	LBR13
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Lynton House
Reports to: <i>Job title</i>	Property Maintenance Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management responsibilities but may be responsible for junior staff from time to time.
Role purpose and role dimensions: <i>Overview of the job</i>	<p><u>You will ideally have come from either a mechanical or electrical maintenance background and will be familiar with HVAC systems.</u></p> <p>Reporting directly to the Property Maintenance Manager, the post holder will play a prominent role in the provision of hard FM services across the Council's property portfolio with a particular focus on the operational estate and any third party's properties who have purchased a service from the Council.</p> <p>To ensure a safe, secure and efficient working environment which represents good value for money</p> <p>Key area of focus, project management & contract management of commercial electrical, mechanical and building services, handling projects from inception to completion, ensuring all deadlines are met along with monitoring contractor's weekly KPI reports, responsible for signing off on contract works and ensuring they meet building regulations & standards.</p> <p>The post holder will support the specification, procurement and management of all commercial building, mechanical and electrical engineering services (with a particular focus on building services disciplines) required to maintain and operate the Council's estate as well as advising on the same areas in respect of capital programmes.</p> <p>The performance of the team as a whole is measured against KPIs and SLAs, which will be the post holder's objective to meet and achieve.</p> <p>In addition, the post holder will deal with any complaints/Fols/Members enquiries pertinent with their service area.</p> <p>Responsible for the financial management of service contracts and interfacing with the Capital Team to ensure a cohesive partnership is achieved for projects/programmes.</p>

Key external contacts: <i>Organisations</i>	Regulatory and professional bodies; contractors and consultants; and voluntary and community groups and members of the public.
Key internal contacts: <i>Job titles or groups of staff</i>	Members and Senior Officers in all departments across the Council.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<p>Responsible for the operation of contracts operated through the revenue maintenance budgets (c.£2.8m) and input into broader capital programme valued at c.£100m.</p> <p>Projects need to managed in accordance with and in compliance with Standing Orders, contractual clauses and ensuring industrial standards are achieved</p>
Key areas for decision making:	<p>The development, agreement and implementation of planned, preventative, cyclical and reactive maintenance together with the development of the capital programme for investment in the Council's estate.</p> <p>Deliver contract assurance utilising external delivery partners by monitoring and reviewing the overall progress (time/quality/cost), including initiating corrective action as appropriate for a portfolio of projects.</p> <p>Lead in scheduling, conducting and recording routine meetings with contractors. Reviewing delivery against contract, service provision and customer experience.</p> <p>Decisions concerning cost effective resolution of Health and Safety issues and financial management of programmed works</p>
Other considerations: <i>E.g. working patterns</i>	Occasional out of hours working.

Key accountabilities and result areas:	Key elements:
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Service Development	<p>This will involve:</p> <ul style="list-style-type: none"> • Support the development and implementation of a clear Asset Management Plan directing the use of the Council's assets to support the delivery of the Council's objectives and those of its partners; • Manage and monitor relevant hard facilities management contracts and budgets to ensure that the service delivers consistently within budget and meets all savings/income targets; • Support efforts to put in place appropriate procedures and contracts in respect of statutory and regulatory compliance (asbestos, legionella etc) and building condition surveys etc across all Council properties; • Support the scoping, procurement and management of third party works and services in support of the delivery of relevant hard facilities management services; • Support effective engagement arrangement with building users so that any issues are identified and addressed at the earliest possible opportunity; and • Support efforts for the Council to sell property services to partners and third parties (i.e. schools, Vision, health partners etc). • To promote and comply with Health & Safety within the workplace to ensure safety of staff, clients and service users. • Communicate with clients, customers, residents, external contractors and members of council to ensure project specifications continue to achieve job requirements. • Apply a corporate approach to all projects, applying flexible management techniques, financial robustness and rigorous customer care to ensure scheme success.
Facilities Management	<p>This will involve:</p> <ul style="list-style-type: none"> • Ensure that all statutory and regulatory obligations are met and that appropriate records are maintained within the relevant buildings and are available for inspection at all times; • Support the ongoing review of the Council's operational property portfolio to ensure that buildings are maintained to an acceptable standard and identify opportunities for further rationalisation or redevelopment based upon building and/or systems condition; and • Assist in the coordination and response to emergency situations 24/7, 365 days a year either remotely or, where necessary, on location.
Building Maintenance	<p>This will involve:</p> <ul style="list-style-type: none"> • Support the development of an efficient planned, preventative and cyclical maintenance regime to support the effective operation of all Council buildings, supporting the training and utilising the Council's Facilities Assistants as required; • Provide the first response to relevant reactive maintenance/repairs requests and attempt to secure the effective continued delivery of Council services, escalate or log works orders as required; • Log all works undertaken onto the appropriate systems to support the development of a data driven culture to building management; and • Monitor and approve works undertaken by contractors and consultants and take corrective action as required. • Undertake all legislative and statutory requirements to ensure compliance with current regulations. • Make staff aware and provide advice on the implication of changes of legislation, agreeing and monitoring that appropriate standards are achieved and maintained
Capital Projects	<p>This will involve:</p> <ul style="list-style-type: none"> • Work with colleagues within the Capital Team to support the specification and procurement of services and works in respect of capital projects; and • Where required, lead the delivery of capital projects taking responsibility for the specification, procurement and management of project teams and the delivery of projects to time and budget and to an acceptable quality.

Support the Corporate Landlord model	This will involve: <ul style="list-style-type: none"> Champion and support the ongoing roll out of the Corporate Landlord model across all operational and non-operational Council properties; and Support the continuous review of the Council's operational estate to identify surplus assets which could be considered for redevelopment and/or disposal including through the Council's wholly owned Development Company.
Corporate Property input into wider Council agendas	This will involve: <ul style="list-style-type: none"> Provide Building Services input into broader Council initiatives/workstreams including estates and service transformation activity and rationalisation/colocation efforts in respect of Public Health etc.
IT	<p>Operate all relevant IT, including specialist design and management software systems required to produce documents, manage contracts and programmes i.e. auto-cad.</p> <p>Originate ideas for comp systems to be developed by others. i.e TFCloud (Cafgem).</p> <p>Manage computer information produced on systems ensuring steps are taken to protect its integrity and comply with IT security policy.</p>
Other	This will involve: <ul style="list-style-type: none"> All other duties commensurate with the grading of this post as directed from time to time by the Property Maintenance Manager.
General accountabilities and responsibilities	
Green Statement	This will involve: <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.

Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.

Person Specification

Job Title:	Building Services Engineer		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 1 = least important		A - I - T	Weighting
Minimum education/ qualifications:	Good quality degree or equivalent in relevant subject, i.e. <u>City & Guilds/NVO in Mechanical Engineering or Mechanical Plumbing</u>	A	3
	Membership of relevant professional body in a relevant area	A	3
	Project Management Qualification, i.e. PRINCE2	A	2
Minimum experience/ knowledge/ skills:	Demonstrate Significant experience in maintenance and repair of a wide and varied range on mechanical systems and within a similar role delivering similar services.	A-I	3
	Direct experience in the specification, procurement and management of service and maintenance contracts with evidenced ability to successfully challenge unacceptable performance	A-I	3
	Detailed, practical knowledge of facilities management related regulations and statutory requirements in respect of health and safety and compliance etc	A-I	3
	Direct experience of developing, delivering and monitoring schedules of planned, preventative, cyclical and capital works across a similar estate	A-I	3
	Ability to maintain financial information, ensuring financial compliance, monitoring and evaluation.	A-I	3
	Computer literate and able to use all MS Office and relevant specialist software packages	A-I	3
	Experience of working within local government	A	2
	Experience/ knowledge of IT systems including TF_Cloud (CAFGEN) and auto cad	A	2
Minimum behaviours: Customer service	A clear commitment to excellent customer service with proven experience of having driven a customer focussed approach in similar roles.	A-I	3
Communicating and influencing others	Strong interpersonal skills, ability to form relationships at all levels and communicate effectively both verbally and in writing.	A-I	3
	Well-developed negotiation and influencing skills with a proven ability to secure the best possible outcomes for the Council.	A-I	3

Working together	Highly developed team working skills within a range of roles.	A-I	3
Analysis and judgement	Evidenced ability to use own judgement to assess situations and formulate and implement appropriate solutions.	A-I	3
Driving improvement	Experience of driving improvement in efficiency and/or effectiveness through continual monitoring of established processes.	A-I	3
Adaptability	Highly flexible style and ability to respond to changing priorities.	A-I	3
Leadership and managing people (for those with line management responsibility)	N/A		
Strategic perspective (for senior management posts)	N/A		
Special conditions:	Ability to work flexibly including outside of normal office hours, including at weekends.	A	3
	Full UK Driving License and use of a suitable vehicle to attend meetings around the Borough.	A	2
Signature of Employee:	Name:	Date:	