

**Job Description: Professional Services Position**

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| **College/School:** | *Estates and Campus Services* |
| **Job Title:** | *TECHNICAL OFFICER (MECHANICAL)* |
| **Department/Subject:** | *Infrastructure Services* |
| **Salary:** | *APM Grade 7* |
| **Hours of work:** | *35 hours per week* |
| **Contract:** | *This is a permanent position* |
| **Location:** | *Peripatetic* |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information** | This is an important and modified role within Infrastructure Services as a result of an internal review and subsequent restructuring. As a qualified and experienced tradesperson or Technical Officer you will have a strong customer first ethos and will support and liaise with a Senior Technical Officer. You will be a good communicator and provide clear, accurate and concise means of communication to others. You will provide professional and mechanical technical support to assist in the delivery of the University’s Technical Services including planned and reactive maintenance of building services and wider Campus infrastructure. You will have a strong technical background in mechanical buildings services and will ensure a well maintained and safe built environment for all University users.  Technical Services is responsible for the maintenance of and minor works within buildings and associated services across the University’s estate.  Reporting to a Senior Technical Officer, the post holder will be expected to deputise the role of Senior Technical Officer as required.  You may be required to work across all University sites and occasionally at weekends. |
| **Main Purpose of Post** | 1. To contribute to the Technical Services Team within the Estates and Campus Services and to positively contribute to the success of the Directorate.  2. Deputise for a Senior Technical Officer, taking responsibility for the auditing and monitoring of maintenance contracts delivery, commitments and expenditure, tracking orders and reporting works progress to the Faculty Infrastructure teams in regular meetings. This includes the Principal Contractor led £35M Hard FM contract.  3. To provide technical knowledge, experience and advice on a wide range of mechanical maintenance practices and processes to both University staff and contractors. To contribute to the development of processes in a culture of continuing improvement.  4. Information gathering, analysis and interpretation, resulting in recommendations that contribute to the planning of present and long term maintenance.  5. Researching/soliciting and interpreting advice and information from external agencies and applying the information gained to achieve best practise and built environment compliance.  6. The post holder will be a member of the on call team and participate in an emergency call-out rota in operation out of normal working hours for approximately one week in every seven weeks. (Actual weeks will be determined based on the number of available staff for on call duties. An additional allowance is payable for these duties). This requires problem solving and initiative to be applied, resulting in timely and considered decisions being made either individually or collaboratively.  7. Raise Work requests for maintenance works, ensure the works are carried out in a timely manner and acceptable quality. Close off orders, check and verify quantities and measurements against submitted valuations and review and sign off invoices and completed valuations.  8. Issuing appropriate permits to work under a safe system of work, reviewing all supporting Health and safety documentation; such as contractor competence, risk assessments, method statements and training records. Ensure high standards of Health and Safety are adhered to and have a full understanding of the various roles under the CDM Regulations, health and safety legislation, regulations and codes of practice.  9. Arrange building service shutdowns with customers and building users in addition to undertaking the physical isolation and reinstatement of services as necessary to enable the safe execution of maintenance works.  10. To manage day to day aspects of contractual agreements with all contractors. Reviewing Contractors work schedules ensuring timelines of the maintenance activity/repair/installation, manage relationships with the Contractor, accepting handover of completed works ensuring all certification, service records and reports are received in accordance with contract service level agreements. Review and monitor progress against programme and manage any unforeseen occurrences.  11. Provide regular feedback to the customer/helpdesk (respective Estates Liaison post across the Faculties/PSUs) to ensure accurate communication on the status of any repairs/works, review any actions taken and monitor repairs/installations to ensure business continuity and a customer first ethos.  12. Together with the Hard FM provider, manage planned preventative maintenance and routine maintenance systems. Support the development and ongoing day to day management of both the University and external contractors CAFM systems.  13. Ensure and attend as required with immediate response to system failures and take initial corrective action to ensure service and business continuity. Report findings and resolution to their Line Manager and customer/helpdesk (relevant Faculty Infrastructure teams) in accordance with escalation procedures.  14. Autonomy to make decisions relating to fault rectification in a timely manner that may have a negative financial, environmental or operational impact for the University, as well as the comfort and well being of staff and students.  15. Have the ability to identify issues with mechanical building services and have sufficient knowledge and experience to identify corrective measures or to identify where to find the relevant information. The ability to mentor staff in the processes involved in fault diagnosis and rectification measures for mechanical building services.  16. To provide mechanical technical advice, support, assistance and guidance to the University community concerning safe methods of working, assistance in fault finding and technical solutions.  17. To manage mechanical minor new works projects and to assist the Project Services team with the delivery of larger projects including the management of project budgets. Working closely and collaboratively with teams of external consultants and with University building users to develop scope, designs and prepare tender documentation.  18. Liaise with Estates colleagues and other wider University stakeholders throughout the minor new works process and during maintenance and defects repairs.  19. Undertake administrative duties, maintain records and documentation as required by the Senior Technical Officer and in accordance with Estates and University Policies.  20. Work closely with the Energy & Carbon Manager and the BMS Manager to support in the delivery of the University Energy Saving Strategy and Carbon Management Plan.  21. To undertake regular surveys/inspections of mechanical plant across the Estate and in accordance with the findings, instruct further works and make recommendations to enable the development of effective future PPM programmes and Asset replacement planning.  22. Working closely with a Senior Technical Officer and the Strategic Operations Manager to assist in the development of planned Preventative Maintenance Programmes and Asset Replacement programmes. Undertake regular surveys/inspections of the Estate to enable effective planning.  23. Prioritise and co-ordinate implementation of all day to day repairs, servicing and testing tasks carried out by external contractors, including emergency works and reactive maintenance.  24. Assist a Senior Technical Officer and the Head of Technical Services in co-ordinating the activities and monitoring the performance of external contractors in their quality and standards of work, works completed in the agreed timeframe and adjusted as required to ensure quality is maintained. The works are monitored against available budgets ensuring resources are allocated in the most efficient and cost effective manner. Identify measures to improve efficiency and provide value for money.  25. Contribute to the development, improvement and implementation of Quality Management processes within the Technical Services team. |
| **General Duties** | 26. To fully engage with the University’s Performance Enabling and Welsh language policies.  27. To promote equality and diversity in working practices and to maintain positive working relationships.   1. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy To promote equality of opportunity in working practises and to maintain positive working relationships. 2. To undertake continuing personal and professional development to maintain professional competence and accreditation and to build on the extensive breadth and depth of relevant knowledge and skill to facilitate the requirements of the post. 3. To conduct all activities within the University’s environmental requirements as set out in its Sustainability Policy and Environmental Management System, in order to minimise individual and departmental impact. 4. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 5. Any other duties as directed by the Associate Director of Infrastructure Services, Head of Technical Services or Senior Technical Officer, expected within the grade definition. |
| **Leadership Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values: [Professional services values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  In addition you will operate to a defined set of [Leadership Values](https://www.swansea.ac.uk/media/Swansea%20University%20Leadership%20Model%202018.pdf):  **We are Professional**  We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.  **We Work Together**  We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.  **We care**  We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand. |
| **Person Specification** | **Essential Criteria:**  **Leadership Values:**  1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.  2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.  3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care  **Qualification:**   * Educated to a minimum of City & Guilds/NVQ Level 3 or equivalent in a relevant mechanical building services trade or demonstrate significant experience in lieu of formal qualifications.   **Experience:**   * Experience of working collaboratively with external contractors and framework consultants.   Experience of managing contractors, delivering a service contract, planning works and overseeing reactive and planned maintenance.  Proven experience of having worked within similar building maintenance related roles and delivery of maintenance programmes for a large organisation.   * Significant experience of management and procurement of works. * Experience of managing works budgets. * Experience in liaising orally and in writing with external bodies e.g. Planning, Building Control, funding bodies.   **Knowledge and Skills:**   * The ability to manage a variety of tasks simultaneously and to organise and prioritise own work and that of others to meet target dates. * Demonstrable understanding of the principles of good financial management within a large organisation. * An ability to manage customer relationships, understanding customer requirements & building communication networks. * Excellent interpersonal skills, and the ability to work with others both within and external to the University. * Excellent communication skills both written and oral and clear evidence of effective people managing skills and an ability to converse with a range of stakeholders. * Excellent IT skills to include Microsoft Office, and an ability to learn other systems for drawing management, financial management etc. * Proven awareness of Construction Legislation including Building, Construction Design and Management Regulations, and Health and Safety. * A commitment to personal professional development with an eagerness to develop new skills. * Demonstrate a sound knowledge of maintenance issues relating to planned and reactive maintenance. * Demonstrate a sound knowledge of multi-disciplinary maintenance activities. * Ability to read and understand technical specifications and floor plans. * Full UK driving licence.   **Welsh Language:** Level 0 – No Welsh required  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).  **Desirable Criteria:**   * Professional qualification, Membership of a relevant Association or equivalent e.g. IWFM/CIBSE/APM.   • IOSH/NEBOSH Health & Safety Certificate.   * Knowledge/experience of Building Management Systems. * Experience of working in the HE Sector. * Ability to speak Welsh. |
| **Additional Information** | **Informal enquiries:**  Kevin McKeown, Head of Technical Services - K.Mckeown@swansea.ac.uk |

  