

## Job Description

**Job Title:** Supervisor  
**Reports To:** Contract Manager / Customer Account Manager

### Job Summary

To provide team supervision, and maintain and repair the building services delivered on behalf of the company.

### General Duties:

- To liaise with clients and their representatives to ensure their requirements are understood and met.
- To supervise all staff both directly employed and subcontract to ensure all works are being carried out to the correct standard of customer care and quality.
- To ensure Health and Safety procedures and requirements are followed and met at all times.
- Ensure that all work is planned, and signed off in a timely manner through the specified CAFM system
- Raise orders and quotes for services delivered by contractors within the set limits.
- Ensure that the contract is operated in accordance with the company's Integrated Management System, Procedures, Processes and work instructions.
- Monitor the contracts day to day performance and escalate any problems to the Contract Manager / Customer Account Manager or Client as appropriate. Administrate all non-contract tasks and to issue instructions relevant to those tasks.
- Establish and maintain a positive working relationship with the client and contract team
- Carry out Planned Preventative Maintenance and complete the appropriate paperwork and reports.
- Carry out Reactive and emergency breakdown tasks and complete the associated paperwork.
- Be on a call out rota to provide the client with full out of hours cover.
- Any other duties which are reasonably required for the effective functioning of the role.

### Technical Requirements:

- Qualified to City & Guilds Level II/III or equivalent in Electrical or Mechanical discipline (essential)
- Completed 17th Edition I.E.E (desirable)
- Completed City & Guilds BS 2391 Level 3 Electrical Inspection & Testing (desirable)
- Experience of maintenance, testing & fault finding on a variety of equipment Including:
  - boiler plant, ventilation, pumps, generators, switchgear, cables,
  - Batteries, small power and lighting (where applicable)
- knowledge of and experience in BMS/ Generator/Controls/Lighting Systems/ACOPS L8 (desirable)
- Knowledge and experience combined with valid Certificate on High Voltage systems (desirable)

### General:

- To be a 'team player' within the office and contract
- Helping colleagues, as and when necessary, especially to meet deadlines
- Contribute effort towards Company Vision and Mission and observe Company values when actioning your objectives

### Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Recognise people's needs for alternative methods of communication and respond accordingly

#### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Platinum Facilities as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

#### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Company procedures and policies and current legislation.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

#### **Quality:**

The post-holder will strive to maintain quality within the Company, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Effectively manage own time, workload and resources

#### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Platinum Facilities Health & Safety Policy, to include:

- Using security systems within the workplace according to Company guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills
- Reporting potential risks identified.

#### **Confidentiality:**

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information. All such information from any source is to be regarded as strictly confidential.
- Information relating to the business of the Company may only be divulged to authorised persons in accordance with the Company policies and procedures relating to confidentiality and the protection of personal and sensitive data.

#### **Note:**

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.