



**Multi-skilled Technician**  
**Partnership Level 9**

**Reports to**

**Direct and Indirect Reports**

**FMDM**

**None**

As a Partner in a unique business, you will share in the responsibilities of ownership as well as its rewards. Partners in the business deliver this through the following commitments:

- **Taking responsibility for our business success**  
 We take responsibility to deliver the right experience for all customers and generate profits for us all to share
- **Building relationships powered by our principles**  
 We build relationships based on honesty, respect and encouragement. We expect these behaviours of each other and demonstrate them at all times
- **Creating real influence over our working lives**  
 We take opportunities to develop ourselves, balance work and life priorities and offer personal support

Click [here](#) to see the expected behaviours for these commitments.

**Job Purpose**

The Multi skilled Technician provides technical presence on-site, working within building services, mechanical systems, MHE, HVAC, , power networks, with truly multi-skilled engineers able to provide fault-diagnoses and remedial response. confidently and effectively, whilst demonstrating leadership skills, able to take control of a situation and communicate effectively with stakeholders, validated with high first-fix success rates.

Supporting resident engineering teams, maximising working synergies, managing external contractors, hosting and supporting field service specialists have become “business as usual” attributes of the team.

**Accountability**

**Role Specific**

High-performing and dynamic Engineering Technician, supporting all campus buildings, collaborating with the FMDM / Section managers, to set the direction of the team on a daily basis, deputising for the FMDM / Section Manager as necessary.

Carry-out technical planned preventative maintenance and reactive tasks, plus standards improvement /enhancement, complying with H & S governance, legislation and institutional SLAs.

Providing technical advice to the senior team in the event of an emergency, demonstrating the following skillsets:

- Communicate effectively with stakeholders.
- Understand and use engineering infrastructure & BMS Systems.
- Ability to read electrical, mechanical, hydraulic, pneumatic drawings and fault-find to component level.
- Collaborative working with and third party teams to expedite working solutions.
- Support with adhoc project works.
- Take ownership for understanding own performance metrics, which supports overall Maintenance department SLA/KPI’s.
- sharing ideas and feedback to drive continuous business improvement.
- Carry out operational processes to minimise business risk and loss.
- Adhere to the Partnership’s policies and procedures and individual contractual terms and conditions.
- Taking ownership for proactively maintaining building fabric, plant and equipment to obtain maximum reliability and asset life.

**Compliance**

Solid understanding of Health and Safety legislation and statutory requirements.

Consistently delivering safe practice in line with risk assessments, method statements and safe systems of work.

Effectively undertaking and applying administration processes for the department, ensuring appropriate follow-up escalation process where required.

**Measure**

**Department Objective Plan**

**Department KPIs / SLA’s**

**Achievement of own “My Performance” appraisal measures.**

**Health & Safety Awareness**

Mandatory and bespoke training requirements to accommodate site specific environment.

<p><b>Personal</b> Develop and communicate ideas to all management levels to improve Partner Survey scores. Motivate and drive self-development using all available resources to achieve success. Maintaining an active Personal Development Plan (PDP) to achieve agreed objectives, both 'business' and 'personal'.</p>	<p><b>Personal</b> Embrace Partnership Behaviors Diversity &amp; Inclusion conversant Appraisal rating Active personal and business PDP</p>
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	<i>Essential</i>	<i>Desirable</i>
<p><b>Qualifications</b></p>	<p>Demonstrating technical competencies in core electrical disciplines and aspiring to develop in supplementary skill-sets: Essential: City &amp; Guilds 2360/2330 Parts 1, 2 &amp; 3, or BTEC ONC/HNC, JIB Approved electrician or NVQ Level 3 equivalent. Supporting: City &amp; Guilds qualification in mechanical discipline or NVQ 6018 "Heating and Ventilation, Industrial and Commercial Installations". Working knowledge of BS7671 18<sup>th</sup> Edition Electrical Regulations and standards. City &amp; Guilds 2391 Electrical Inspection and Testing is desirable. Working knowledge of Building Regulations.</p>	<p>Engineering, Building Services or Construction experience Maintenance BMS Systems and Process proficiency. Ability to deliver first-fix on a wide diversity of building services and equipment. Influencing contribution to department. Cost control by reasonably challenging contractor behaviour, performance, standards, proposals and quotations. Understanding of catering equipment operation and maintenance. Working at Height-trained. IOSH / NEBOSH-trained. IPAF / PASMA / Working at Height. COSHH-trained. First-Aid trained. Fire Warden-trained. BMS Control-trained. Legionellosis L8 Certification / Awareness Asbestos awareness.</p>
<p><b>Experience</b></p>	<p>Able to demonstrate sufficient experience in Building Environmental and Electrical Services including Heating, Ventilation &amp; Air Conditioning within the building services industry. Coaching of new &amp; developing Partners.</p>	<p>Successfully able to manage a number of priorities simultaneously. Working at Height experience. Flexibility. Full clean Driving License.</p>

<b>Relationships</b>	
<i>Internal</i>	<i>External</i>
<p>Operation Managers Property &amp; Projects. Facilities Teams</p>	<p>External third-party Contractors. Engineers and Consultants.</p>

<b>What you should know about the job</b>
<p>Full-time – Rotational shift ie week 1 am shift 06.00 to 14.00 and week 2 pm shift 14.00 to 22.00 (37.5 hours working week not including 30min unpaid meal break). Provide out of hours 24/7 support on a rota basis to ensure site is fully supported Candidates will need to be able to reach the site within 45 minutes in response to an emergency call out. Successful candidates will possess a combination of technical qualifications and industrial experience. A good level of physical fitness required due to the scale of the Campus, and distances travelled on foot.</p>

**About the role**

This role carries a high level of responsibility, working within a cohesive team providing fundamental support to a busy distribution and head office operation. Fault-finding and diagnostic skills are essential where decisions need to be made rationally, often under pressure. The multi-skilled role requires a broad skills base and technical background. As a campus technician and during sole presence coverage, the ability to clearly communicate to all levels is essential. Commercial awareness, confidence and taking responsibility are indispensable prerequisites.

Understanding and implementing risk management processes for self and contractors is essential.

Providing Emergency response to life-safety system activations.

Training & Development will supported in this role.