

JOB DESCRIPTION

Service Manager

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

- welcoming** all,
- each one of us **caring** about what we do,
- being **passionate** about how we do it,
- and feeling **proud** of what we achieve

JOB PURPOSE

Our Service Managers lead the Maintenance Team in providing a customer focused reactive and planned maintenance service for venues (in accordance with the Service Level Agreement and regulatory requirements) which enables venues to operate effectively and meet their customer expectations.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. Team Leadership Lead, manage and develop your allocated Maintenance Team to ensure that they are delivering a customer focused maintenance service to our venues.</p> <ul style="list-style-type: none"> • All line management activities including performance appraisal and supporting continuous professional development. • A point of escalation for complex technical matters for trades staff or the helpdesk. • Managing resources to deliver the planned maintenance service. • Ensure staff understand the Maintenance Team objectives, Customer Charter, Service Level Agreement and processes. • Ensure staff follow all H&S policies and procedures ensuring compliance with relevant legislation and guidance. • Ensure staff collect and input all data related to maintenance activities into the CAFM system in accordance with the Data Architecture. 	30%
<p>2. Planned Maintenance Ensure all planned maintenance is completed in accordance with relevant legislation and guidelines and the Edinburgh Leisure Asset Management Plan</p> <ul style="list-style-type: none"> • Ensure planned maintenance activities are scheduled at a minimum of a year in advance taking into account property and estates projects (e.g., technical, energy or refurbishments) which may impact this planned work. • Ensure plans are setup and configured in the CAFM. • Ensure required external resource secured for the delivery of the planned maintenance plan. • Ensure staff collect and input all data related to planned maintenance activities into the CAFM system in accordance with the Data Architecture. 	30%

<ul style="list-style-type: none"> • Customer engagement in managing escalations as they arise. <p>3. Reactive Maintenance Ensure all reactive maintenance is completed in accordance with the Service Level Agreement and agreed processes. From your own professional experience and qualifications:</p> <ul style="list-style-type: none"> • Ensure resources managed accordingly between planned and reactive maintenance to ensure service levels and key performance indicators are met. • Ensure staff fully understand and complete reactive maintenance activities in accordance with agreed processes. • Ensure staff collect and input all data related to reactive maintenance activities into the CAFM system in accordance with the Data Architecture. • Engaging with contractors to complete reactive maintenance work outside of core operating hours. 	20%
<p>4. Management of Contractors Procurement of services ensuring best value, compliance with procurement legislation and EL procurement and supplier guidelines. Management of Contractors to ensure works are completed in accordance with contractual agreements (including relevant EL policies and procedures)</p> <ul style="list-style-type: none"> • Review and approve requests for parts and Contractor support as part of a triage. • Ensure all Contractor risk assessments and method statements are collated, reviewed and authorised. 	10%
<p>5. Training and Support Ensure staff are aware of changes to legislation and have accurate, up to date training records relevant to their roles.</p> <ul style="list-style-type: none"> • Deliver regular toolbox talks about changes. • Organise training both internally and externally where required. 	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	Manages a team of up to 10 trades and technical staff (e.g. Electrician, plumber, joiner, painter, engineer)
Responsibility for finance and level of financial control:	Responsible for overseeing planned maintenance work that has a value of approx. £125-150K a year. Budget accountability sits with Head of Property and Facilities Management.
Responsibility for Physical Resource:	Company vehicles, workshop equipment, tools, parts and office equipment, e.g., laptop, mobile phone Procuring services and materials ensuring value for money (though utilisation of frameworks etc.), compliance with Procurement legislation and EL's procurement & supplier guidelines.
Responsibility for Data and Information:	<ul style="list-style-type: none"> • Ensure that the team capture data accurately and timely in accordance with the standards defined in the Data Architecture. • Ensure maintenance contracts, service records, completion certificates and invoices are collated and stored accordingly.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations

- You will work autonomously providing leadership to the Maintenance Team in delivering a customer focused maintenance service in accordance with the Service Level Agreement and regulatory requirements. You will line manage the team providing the required support to help ensure the Maintenance Team meet the required performance as detailed in the Service Level Agreement. You will also encourage and support team members in their continuous professional development and ensure all staff have the appropriate training to successfully complete their responsibilities.
- You will plan and manage resources accordingly for all planned maintenance activities to meet the needs of the business, meet the key performance indicators detailed in the Service Level Agreement and ensure regulatory compliance. You will be adaptable and be able to prioritise work and resources in responding to emergency requests. You will also be required to use your professional/technical judgement in making decisions on a daily basis.
- For planned maintenance activities you will procure and manage contractors ensuring best value, compliance and that works are completed in accordance with contractual agreements. You will also be responsible for procuring all parts required for maintenance activities. You will also be required to input into Edinburgh Leisure's Asset Management Plan. You will also be responsible for accepting capital works into maintenance.
- You will ensure that all maintenance activities are completed in accordance with Edinburgh Leisure's H&S policies and procedures ensuring compliance with relevant legislation and guidance. You will also ensure all staff have the required training to meet this objective.
- You will embrace the use of the new CAFM system and processes to improve the maintenance service. You will ensure staff input and maintain data related to maintenance activities and assets in the CAFM system in accordance with the Data Architecture. You will also be focused on continuous improvement identifying opportunities for different ways of working to improve the maintenance service and add value to the business.

Communication & Representing the Organisation

- You are required to work with a range of external stakeholders in this role including trades contractors, parts suppliers, utility providers, external auditors and training providers. Good communication is critical to ensuring good performance from contractors. You will represent the organisation in a professional manner ensuring the organisation gets best value from its contractors and suppliers.
- You will be required to engage senior management across the organisation, H&S, Project teams, Learning & Development and Procurement. You will also engage with other teams within the facilities management department including the other Maintenance Team, Mobile Pool Plant Team and the Building Management Systems lead.
- It is key you are able to confidently communicate the objectives and plans of the team in providing a customer focused maintenance service to the business. You will ensure that your team are also able to clearly articulate the team objectives and priorities. You will be required to present monthly

performance reports to the Head of FM. You will also be required to formally meet with Venue Managers within your area annually.

- Written communications is also key in providing narrative to performance reports and supporting the Head of Property and Facilities Management in preparing reports to support strategic or financial decision making.

Safeguarding Our Customers

- Take an active role in the safety of yourself, your team and your colleagues, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.
- You are expected to understand and fulfil your role (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Your venue's Emergency Action Plan (EAP)
 - Your venue's Normal Operating Plan (NOP)
- Ensure that staff complete the required risk assessments for onsite work and are stored accordingly in the CAFM system. Service Records and Completion Certificates for all maintenance activities should be collated and stored accordingly in the CAFM system.
- Ensure all staff have the necessary training and qualifications to ensure all H&S policies and procedures are followed ensuring compliance with relevant legislation and guidance.

Problem Solving

- Expected to analyse the management information from the CAFM system to facilitate decision making in relation to resource allocation and support the Head of Property and Facilities Management in preparing reports to support strategic or financial decision making.
- Planned maintenance work should be scheduled up to a year in advance, and you are expected to be aware of other property and estates projects (e.g., technical, energy or refurbishments) which may impact this planned work.
- Required to analyse and resolve technical issues in accordance with your own professional and technical qualifications.

Impact on Organization

Responsible for delivering the reactive and planned maintenance plans to keep our venues open, fit for purpose and meeting our customer expectations.

JOB DEMANDS

Physical	This post involves a combination of office based work (50%) and site inspections (50%) which may require some physical effort.
Mental	You must be able to respond to the unplanned situations and to several competing requests effectively and manage expectations from venues and departments, to ensure the business continues to meet their objectives. Involves a lot of visual concentration – inspecting venues, reviewing work that has been carried out. There is some occasional need for work with more intense concentration (such as analysing reports, planning work activities etc.). There are occasions when emergencies need to be responded to and team support required to do the same.

Emotional	You may be required to handle a number of internal customers and suppliers. You may have to deal with more challenging situations in line with your professional skills.
Environmental	This role involves working in our venues. There are occasions when you may be in a restricted area requiring PPE.

PERSON SPECIFICATION

Qualifications and Attainments:	
Essential	Desirable
<p>A technical/construction qualification (to at least HND or equivalent level), preferably with a management element. (If there is no management element, then additional experience is expected)</p> <p>Able to demonstrate a good understanding of the Construction Design & Management Regulations 2015 (CDM)</p>	<p>Evidence of continuous professional development</p> <p>A recognised qualification in Health & Safety</p>
Knowledge and Experience:	
Essential	Desirable
<p>Have at least 3 years' experience leading a multi-trade maintenance team.</p> <p>Experience of building and maintaining relationships with a wide range of stakeholders to deliver a customer focused maintenance service.</p> <p>Experience of operating in accordance with health & safety policies and procedures (e.g., Risk Assessments) ensuring compliance with relevant legislation and guidance.</p> <p>Experience of planning and resourcing maintenance activities (ensuring compliance with relevant legislation and guidance as well as performance in accordance with the Service Level Agreement) across a large estate comprising various assets in differing states.</p> <p>Experience of procuring and managing contractors ensuring best value and that works are completed in accordance with contractual agreements.</p> <p>Experience of continuous improvement identifying opportunities for different ways of working to improve maintenance services.</p>	<p>Experience supporting the implementation of a new operating model with increased usage of technology to improve the maintenance service delivered to the customer.</p> <p>Experience implementing new processes and Data Architecture</p> <p>Experience of clerk of works responsibilities, accepting capital works into maintenance</p> <p>Knowledge of Building Management Systems</p> <p>Knowledge of Heating, Ventilation and Air Conditioning systems</p> <p>Knowledge of pool plant operations</p>
ESSENTIALS Behaviour Standards	Leadership by EVERYONE & MANAGER

DISCLOSURE/PVG REQUIREMENTS

BASIC

I have read and understand this job description and I am clear about what is expected of me in this job.