

## Role Profile

<b>Job Title:</b>	<b>Mechanical Maintenance Engineer</b>	<b>Grade:</b> <b>13 - 15</b>	<b>Spinal column point range:</b>
<b>Department:</b>	<b>ICT &amp; Property Services</b>	<b>Post no:</b>	
<b>Directorate:</b>	<b>Corporate Resources</b>	<b>Location:</b>	PH / Greenford Depot

<b>Role reports to:</b>	Responsive Repairs Manager
<b>Direct Reports:</b>	Mechanical Engineers
<b>Indirect Reports:</b>	Electrical Engineers, Helpdesk Team & Sub-Contractors
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.	

### JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the possible requirement to obtain a Disclosure and Barring Service (DBS) check

#### PURPOSE OF ROLE:

- The post holder will assist the Head of Maintenance and Engineering with the development of robust planned and preventative maintenance schedules for Mechanical services across the corporate property portfolio.
- To work autonomously as a mobile Mechanical Engineer, performing a range of activities to ensure the safe and efficient operation of a range of mechanical building systems and equipment within Ealing Council Buildings.
- The role will manage and lead a team of Mechanical Engineers, specialist Electrical/BMS and Mechanical, Water hygiene and F-gas sub-contractors.
- To ensure a safe and secure working environment of the Council's premises to promote and support the delivery of Council services.

#### KEY ACCOUNTABILITIES:

- To manage at an operational level the effective performance of the Council's in-house and specialist contract teams for mechanical maintenance as it relates to property maintenance, including management issues through the implementation of existing performance measures and development and agreement of new customer based performance standards as appropriate.

- Together with the Gas Qualified Supervisor and the Water Hygiene Officer, represent the Head of Maintenance and Engineering on matters related to Mechanical engineering as required.
- Responsible for compiling and maintaining the staff rosters including the planning and authorising of annual leave ensuring the most effective use of resources, maximising efficiency, maintaining standards and safe working practices.
- Ensure all engineers are aware of and adhere to departmental standards, policies and procedures including timekeeping and absence reporting and manage noncompliance issues through the appropriate policies.
- To technically review statutory compliance certification and risk assessment to ensure compliance and timely rectification of remedials. Take responsibility for ensuring task completion.
- To keep abreast of changes in relevant legislation and ensure that all legislative changes are conveyed to the team, delivering toolbox talks or arranging training as required.
- To independently conduct planned and reactive maintenance to mechanical equipment including plant and air conditioning controls.
- To maintain system components for optimum performance. Investigate and identify faults and component defects and carry out remedial works to a satisfactory standard.
- To clearly and effectively document planned and reactive maintenance tasks and actions through production of notes on PDAs, job reports.
- To work closely with the PS Helpdesk ensuring that all tasks are updated in a timely manner
- To ensure compliance through undertaking mechanical and gas system periodic testing as and when required.
- To prepare quotes, works, authorise documentation and order materials and equipment as required.
- Receive instruction and competently carry out various tasks assigned by line manager with minimum supervision, including providing support to projects and all works.
- Inspect and monitor equipment, structures or the environment to assess condition and performance, and diagnose the cause of faults and component defects to rectify where possible. Confidently navigate and adjust plant (BMS) as and when required.
- Detect or assess problems and requirements of critical plant and advise Head of Maintenance and Engineering / FM managers and Customers of recommended remedial actions where necessary.
- Operate machines, vehicles, building plant equipment, test equipment and mechanical power tools including drills, grinders etc.
- Maintain good relations with all stakeholders, providing excellent customer service through assessment of customer need. Meet quality standards for services, communication and feedback and evaluation of customer satisfaction.
- Demonstrate and promote ownership and responsibility for health and safety.
- Knowledge of principles and processes for providing customer and personal services, including customer needs assessments.
- Work in line with customers' needs as required, including evening, weekends and covering an on-call roster and within a shift pattern as required.

**KEY PERFORMANCE INDICATORS:**

- Annual appraisal targets
- SLA
- Identify and recommend opportunities for developing and improving the quality of PS services and organisational systems.
- Appraisal targets
- Quality Standards

- Customer feedback / surveys

**KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

Director of ICT & Property Services, Head of Estates & Building Services, Head of Maintenance and Engineering, Gas Qualified Supervisor, Facilities Managers, Mechanical and Fabric Team leaders, Contractors and Supply Chain partners, Property Services Helpdesk, Customers, client stakeholders, site managers, schools business partners and caretakers

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

- To deputise for the Head of Maintenance and Engineering in area of expertise
- Discretionary spend on materials Grade 13 & 14 £500.00
- Discretionary spend on materials grade 15 £1,000.00
- Instructing workforce to ensure delivery against SLA and KPI's

**Person Specification**

**ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:**

1. Extensive working knowledge and experience of Mechanical and gas systems periodic testing, maintenance and repair of water and heating systems and mechanical assets including plant system controls across a wide portfolio of commercial buildings
2. Understanding and working awareness and of Health and Safety regulations and systems including statutory compliance, asbestos awareness, working at heights, COSHH, manual handling, slips, trips and falls and PPE sufficient to safely access environments (e.g. plant rooms, washrooms, construction sites, heights and confined spaces)
3. Organised and able to demonstrate ownership of issues through to completion,
4. Committed to high standards and ability to provide solution-based outcomes.
5. A strong working knowledge of Gas and Electrical safety legislation
6. Ability to work on own initiative and prioritise work schedules
7. An ability to motivate and organise a team
8. Ability to form positive relationships with colleagues, work flexibly as part of a team and support other functions including Fabric and mechanical Engineering tiers
9. Effective verbal and written communication skills including completing job reports in plain English and ability to write reports
10. A methodical approach to the management of documentation and adherence to operating procedures
11. Computer Literacy including use of handheld PDAs and Microsoft Office packages
12. UK Driving Licence

**QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)**

**Career Grade Progression Criteria –**

**Grade 13 - Evidence at least three of the following:**

- NVQ-3 or equivalent qualification in Plumbing, Gas Systems and appliances
- COMCATs qualification
- Evidence of Experience or qualification in Building Management Systems.
- Experience working in commercial and domestic installations.
- Attending meetings generating feedbacks and creates solutions

**Grade 14 - Evidence at least two of the following**

- Work with suitable awareness and commitment to providing value for money
- NVQ level 3 in management
- Knowledge in preparing quotation and budgeting.
- Knowledge in organising a team and prepare schedule
- Experience in completing Installation Condition Reports, Installation Certificates and Minor Works Certificates

**Grade 15**

- Managing various technical disciplines
- Experience with preparing contracts and negotiating contracts
- Knowledge with budgeting and cost savings
- Ability to demonstrate leadership governance and professionalism
- Continued professional development in Gas Safe Disciplines, Health and Safety at Work etc. Act 1974

## VALUES & BEHAVIOURS

<b>Improved life for residents</b>	<b>Trustworthy</b>	<b>Collaborative</b>	<b>Innovative</b>	<b>Accountable</b>
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>