

## Technical Assistant (Mechanical) - 10950

### Job Summary

Working within a vibrant exciting team, reporting to the Mechanical Technical officer and assisting in the support the delivery of an efficient, effective and sustainable statutory maintenance service to the Estates Office operation.

There is a an aspect of career and professional training offered to assist in the duties required , predominantly (but not exclusively) for Planned Maintenance, Gas Boilers, F Gas Management, Air Conditioning, Vapour Compression Chillers, Pressure Systems, Pressurisation Sets and associated mechanical assets.

This includes proactively planning and managing insurance and other statutory inspections and associated repairs through liaison with external companies, directly employed trade staff, colleagues and customers; ensuring statutory frequencies and targets are met and that this is accurately evidenced and recorded. Ensuring that all delivered services are based on identified and understood customer requirements and compliance with statutory requirements and industry best practice.

### Main Duties

#### Technical Systems Support

- Technical systems support of Statutory or Legal compliance, including the management of both electronic and hard copy information, with training looking through condition reports, files and databases, recording and planning the required activities in support.
- Ensuring the accuracy, availability and visibility of information for independent review by third parties along with the associated dissemination of supporting information. Acting as a first point of contact to analyse and resolve problems with databases or other systems.
- Reviewing and validating both retained and received information including service records, certificates or drawings, for accuracy, relevancy and completeness, undertaking remedial measures where required.
- Implementing and maintaining systems, databases and records to ensure a high level of compliance is achieved, regularly monitoring and reporting on exceptions to allow positive remedial actions to be taken by self and others.
- Supporting the day to day management of compliance areas.
- Organising inspection, removal, repair, servicing, assessment or related activities.
- Having day to day responsibility for planning and supervising monitoring and inspection visits, including the transfer and management of information to relevant databases. Ensuring priority risk assessments are completed in support.
- Cross supporting other officers or technical staff to ensure the overall service provided by the team is continuous and seamless, typically but not limited to supporting statutory inspections or the management of Locks and keys provisions.

## **Specialist Service Contracts**

- To support Technical Officer in the delivery of their duties, for planned preventative maintenance contracts. This may include, but not be limited to, Gas fired boilers, Air Conditioning units, Vapour Compression Chillers, pressurisation sets, Gas detection units, Fire Door Inspection system, Absorption Chillers and Air Compressors.
- To upkeep the Planned Maintenance activities from the Maintenance Software System.
- The above duties will typically include assisting with; regular contract reviews; attending meetings; site inspections, health and safety reviews; audits, and benchmarking
- To act as the point of contact for contractor(s). To receive and sign off service sheets, managing records of the work carried out under the terms of the contract;
- Arrange for and issue access or work permits where required.
- Ensuring suitable and sufficient records are captured and maintained to evidence the activities undertaken, reporting upon the level of service and degree of compliance either achieved or by exception.
- Assisting in the review of contractors' performance to ensure a high level of service delivery and customer satisfaction is achieved.
- Positively manage Health and Safety in line with the Estates office policies, legislative requirements and/or good working practices.

## **Infrastructure**

- Assist in the inspection and management of infrastructure services, maintaining records, databases and drawings in support.
- Assist in identifying and managing assets, ensuring relevant signage or labelling is provided and maintained, identifying relevant equipment, materials or fabric.
- Assist with service interruptions whether due to failure or planned interruption, helping to ensure the impact of the loss of service is minimised. Effectively consulting upon and communicating activities.

## **Financial**

- Assist in the procurement of work, contracts or services in line with the Office's financial, wider University or EU procurement guidelines; helping to ensure best value for money is achieved.
- Ensure that order requests and invoices are processed in accordance with the University's financial rules and procedures at all times.
- To support life cycle costing techniques in the provision or specification of engineering solutions.
- Support the application of sound and coherent cost management techniques for the provision of services, contracts or delivery of projects.
- Supporting investigations affecting the changes in service provision or practices that may limit or reduce expenditure, advising on the most effective solutions.
- Assist in the development and proposal of prioritised plans to manage identified works and related funding on a prioritised basis.

- Assisting with investigations and supporting officers with accident or loss claims.

## **General**

- To work within a multidiscipline engineering team supporting the delivery of maintenance, operational and development activities across the Estate.
- Maintaining a high level of customer focus and communication, ensuring the positive image and supportive nature of the office is reinforced at all times. Ensuring an efficient and effective flow of information is maintained to customers, utilising various written, electronic and verbal media.
- Supporting the communication of often Technical and/or complex subject areas to widely differing audiences both internally and to wider University staff.
- Developing and utilising active reporting systems or managing passive systems to provide management and exception reports in support of successful service delivery.
- To produce and maintain system assets, records and drawings in support of the safe and reliable operation of services.
- To occasionally provide support to other areas of the office to cover absences for colleagues or support particular initiatives as required
- This job description only represents an outline of the duties and responsibilities. Post Holders are expected to be flexible in their role to support wider department objectives and must be prepared to carry out similar or related tasks which do not fall within the duties outlined above as and when required by either the Technical Officer, Technical Services and Contracts Manager, Director of Engineering, or Director of Operations.
- In conjunction with others carryout the requirements for the monthly updating of the Internet Property Register (IPR) record system

## **Other Duties**

- Other reasonable duties as and when required by either the Operations management or the Technical & Contract Services Manager.
- To adhere to the University and Estates Office Policies & Procedures.

## **Person Specification**

### **Essential:**

- City & Guilds or equivalent in an appropriate mechanical engineering discipline.
- Recognised apprenticeship and demonstrable work experience in Engineering.
- Knowledge of Gas services, Air Conditioning system and Chilled systems.
- Significant experience in the maintenance of buildings and/or Engineering services.
- High level competency and experience in IT skills, including word-processing, spreadsheets, databases and email (MS Office).
- Experience in Planned Maintenance planning systems.
- Able to work on own initiative with minimum supervision, prioritising workload to meet deadlines and targets.
- Experience of managing property/building information databases and systems.

**Desirable:**

- Experience in the application of computerised maintenance management systems as applied to Estates would be advantageous (Planon and/or Prime).
- Experience of working in a customer focused and professional environment.
- Experience in a mechanical environment.