

ROLE PROFILE



Role profile	Career Grades D, E & G	
Role Title	Services Engineer	
Role Grade:	GRADE D	
Role Reference:	N24B	
Reports to:	Engineering Team Leader	
Behavioural Competency Job Type:	Semi Professional	
Work Style Definition	Office based hot-desk/touch down worker	
Primary Purpose of role:	Required to deliver programmed and responsive maintenance works and condition surveys. Also support the engineering team leader and higher graded engineers in delivery of the council's maintenance strategy and carbon management strategy.	
Key Accountabilities & Key Measures	Role Outcomes	Role Measures
	<ul style="list-style-type: none"> • Maintenance of engineering installations within PCC buildings maintained in accordance with the maintenance strategy • Maintenance of engineering installations to deliver energy and carbon saving initiatives 	<ul style="list-style-type: none"> • Condition of engineering installations of PCC buildings as required by the maintenance strategy • Reduction in energy use and carbon emissions from PCC buildings • All maintenance related issues received via the CRM system dealt with
Key activities	<ul style="list-style-type: none"> • Carry out site inspections and decide upon the appropriate maintenance response in accordance with the councils maintenance strategy.(20%) • To respond to requests from services or the public via the CRM system and carry out inspections and take appropriate action to resolve issues in accordance with the councils maintenance strategy.(20%) 	



Plymouth City Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable people with disabilities to fulfil the criteria for, and undertake the duties of its' jobs.

	<ul style="list-style-type: none"> • To procure and liaise with contractors to deliver responsive maintenance activities including liaising with clients and building managers (20%) • Direct consultants and contractors for reactive maintenance works (20%) • Review estimates, invoices and applications for maintenance payments (10%) • Liaise with external statutory bodies, suppliers and manufacturers (10%) • Undertake other duties appropriate to the grade of the post
Essential Qualifications / knowledge	<ul style="list-style-type: none"> • Certificate of competency in a relevant field of engineering • Knowledge of building engineering installations, industry standards & building regulations • Ability to travel to various sites
Desirable Qualifications / knowledge	<ul style="list-style-type: none"> • Educated to degree level or equivalent in a relevant subject (eg Mechanical or Electrical engineering) • NEBOSH certificate in a relevant area • Knowledge of relevant health & safety legislation & principles of risk management and prioritisation
Essential Experience	<ul style="list-style-type: none"> • Experience of delivering reactive services maintenance works
Desirable Experience	<ul style="list-style-type: none"> • Experience of project management for engineering projects • Experience of prioritising reactive and planned maintenance programmes
Essential Skills	<ul style="list-style-type: none"> • Numerical skills to enable cost effective maintenance solutions to be selected • Communication skills to inform customers/clients of building maintenance plans and progress. Skills need to be able to be tailored to suit the occasion • Planning of own workload to ensure effective delivery of maintenance works

Role Title	Services Engineer	
Role Grade:	GRADE E	
Behavioural Competency Job Type:	Professional	
Key Accountabilities & Key Measures	<p>Role Outcomes</p> <ul style="list-style-type: none"> • Maintenance of engineering installations within PCC buildings maintained in accordance with the maintenance strategy • Maintenance of engineering installations to deliver energy and carbon saving initiatives 	<p>Role Measures</p> <ul style="list-style-type: none"> • Condition of engineering installations of PCC buildings as required by the maintenance strategy • Reduction in energy use and carbon emissions from PCC buildings • All maintenance related issues received via the CRM system dealt with
Key activities	<ul style="list-style-type: none"> • Carry out surveys within the department's planned timescales, programmes and budgets (20%) • To respond to requests from services or the public via the CRM system and carry out inspections and take appropriate action to resolve issues in accordance with the council maintenance strategy.(20%) • Support the engineering team leader to deliver the competent person function, acting as a key contact, for an area of mechanical & electrical engineering related health & safety (eg. lifts, gas safety, electrical installations or water quality); providing technical guidance, incident support and monitoring and ensuring risk assessments are carried out and appropriately logged (10%) • To procure and liaise with contractors to deliver planned and responsive maintenance activities covering building services installations, including liaising with clients and building managers (15%) • Direct consultants and contractors for reactive maintenance works (15%) • Prepare and review estimates, invoices and applications for maintenance payments (10%) • Liaise with external statutory bodies, suppliers and manufacturer (10%) • Undertake other duties appropriate to the grade of the post 	

Essential Qualifications / knowledge	<ul style="list-style-type: none"> • Educated to ONC or equivalent in a relevant engineering discipline (eg Mechanical or Electrical engineering). • Extensive knowledge of building engineering installations, industry standards & building regulations • Ability to travel to various sites
Desirable Qualifications / knowledge	<ul style="list-style-type: none"> • Educated to HNC or degree level or equivalent in a relevant subject (eg Mechanical or Electrical engineering) • NEBOSH certificate in a relevant area • Knowledge of relevant health & safety legislation & principles of risk management and prioritisation
Essential Experience	<ul style="list-style-type: none"> • Extensive experience of engineering maintenance methods and techniques • Experience of carrying out engineering surveys • Experience of delivering reactive maintenance works • Experience of prioritising reactive and planned maintenance programmes
Desirable Experience	<ul style="list-style-type: none"> • Experience of project management for engineering projects
Essential Skills	<ul style="list-style-type: none"> • Numerical skills to enable cost effective maintenance solutions to be selected • Ability to work at height, in confined spaces and on site in exposed weather • Communication skills to inform customers/clients of building maintenance plans and progress. Skills need to be able to be tailored to suit the occasion • Planning of own workload to ensure effective delivery of maintenance works

Role Title	Services Engineer	
Role Grade:	GRADE G	
Key Accountabilities & Key Measures	<p>Role Outcomes</p> <ul style="list-style-type: none"> • Maintenance of engineering installations within PCC buildings maintained in accordance with the maintenance strategy • Maintenance of engineering installations to deliver energy and carbon saving initiatives • Management of H&S risks for an area of building related statutory compliance , within own competence 	<p>Role Measures</p> <ul style="list-style-type: none"> • Condition of engineering installations of PCC buildings as required by the maintenance strategy • Reduction in energy use and carbon emissions from PCC buildings • All maintenance related issues received via the CRM system dealt with • The PCC (within corporate estate) is compliant with the HSE competent person function • Compliance with PCC policies and procedures • The development, and implementation of the management arrangements,
Key activities	<ul style="list-style-type: none"> • Undertake asset management survey plans of engineering installations in corporate buildings. (15%) • To respond to requests from services or the public via the CRM system and carry out inspections and take appropriate action to resolve issues in accordance with the council's maintenance strategy. (10%) • Development of policy 'management arrangements' and facilitate safety improvements (5%) • Tto deliver the competent person function, acting as a key contact, for an area of mechanical & electrical engineering related health & safety (eg. lifts, gas safety, electrical installations or water quality); providing technical guidance, incident support, incident investigation, the monitoring of management systems. Ensuring risk assessments, action plans and control measures are implemented as far as reasonably practicable and are appropriately logged (15%) • Provide advice across a range of safety specialisms within own area of competence, provide additional subject matter expertise in one or more specialism (eg electrical safety), within the PCC corporate 	

	<p>estate (5%)</p> <ul style="list-style-type: none"> • Manage the delivery of capital and revenue funded (up to £500,000 p.a), projects within the facilities management annual maintenance programme. Preparing specifications, technical evaluation of tenders, the award of contracts and oversight of the delivery of works – in accordance with the contract. Cost management skills to ensure projects are delivered within budget and represent value for money (10%) • Reviewing the council’s BMS system to identify faults and arrange corrective action (5%) • Mentoring lower grade services engineers including delegation of work (5%) • To procure and liaise with contractors to deliver planned and responsive maintenance activities covering building services installations (electrical wiring, lifts, gas services, water quality, fire alarms, emergency lighting, automatic doors, heating systems and air conditioning) including liaising with building managers & clients (10%) • Providing engineering advice on projects to inform performance specifications and life cycle maintenance (5%) • Direct consultants and contractors for reactive maintenance works (10%) • Prepare & review estimates, invoices and applications for maintenance payments (5%) • Undertake other duties appropriate to the grade of the post
<p>Essential Qualifications / knowledge</p>	<ul style="list-style-type: none"> • Educated to HNC or equivalent in a relevant engineering discipline (eg Mechanical or Electrical engineering) • Membership of or eligibility for membership of a relevant professional body, eg CIBSE, IMECH, IEEE • Extensive knowledge of building engineering installations, industry standards & building regulations • NEBOSH certificate in a relevant area • Knowledge of relevant health & safety legislation & principles of risk management and prioritisation • Ability to travel to various sites
<p>Desirable Qualifications / knowledge</p>	<ul style="list-style-type: none"> • Educated to degree level or equivalent in a relevant subject (eg Mechanical or Electrical engineering)
<p>Essential Experience</p>	<ul style="list-style-type: none"> • Extensive experience of engineering maintenance methods and techniques • Experience of carrying out engineering surveys • Experience of delivering reactive maintenance works and

	<p>maintenance programmes</p> <ul style="list-style-type: none"> • Experience of prioritising reactive and planned maintenance programmes
Desirable Experience	<ul style="list-style-type: none"> • Experience of project management for engineering projects
Essential Skills	<ul style="list-style-type: none"> • Numerical skills to enable cost effective maintenance solutions to be selected • Ability to work at height, in confined spaces and on site in exposed weather • IT skills to enable use of services software programmes, Digital Mapping systems and asset management databases • Communication skills to inform customers/clients of building maintenance plans and progress. Skills need to be able to be tailored to suit the occasion • Planning of own workload to ensure effective delivery of maintenance works • Long periods of concentration are required to be able to undertake complex and detailed works, often with conflicting pressures • Management and personal attributes to undertake the competent person function – able to effectively identify and prioritise risks; when required to act appropriately to affect devolved authority to ensure statutory compliance within the corporate estate
<p>Corporate Standards</p> <ul style="list-style-type: none"> • In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. • Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. • Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. • Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	