

Misk Schools Job Description – Hard Services Supervisor (Female Buildings)

Job Title	Department	Salary Grade
Hard Services Supervisor (Female Buildings)	Facilities Management (FM)	TBA

1	Reports to
	Hard Services Manager

2	Core Purpose
	The core purpose of the Hard Services Supervisor is to maintain the Misk Schools physical environment by monitoring the performance, auditing and approving work delivered by the hard services service provider

3	Responsibilities
	<ol style="list-style-type: none"> 1. Supervise the maintenance and repair of mechanical, electrical, plumbing, ventilation and other building systems at Misk Schools 2. Resolve maintenance issues as they arise through the co-ordination of maintenance requests between staff and Hard Services service provider 3. Assist in establishing service provider SLAs and KPIs; Assess the work of service providers against SLAs and KPIs and provide feedback to the Hard Services Manager 4. Ensure all service providers are aware of and compliant with Misk Schools policies and procedures eg Health and Safety Policy 5. Supervise service providers working on Misk Schools' premises during the school day 6. Co-ordinate monthly service provider meetings; establish project plans and work timetables 7. Co-ordinate with procurement on expenditure items 8. Assist and advise on the diagnosis of technical issues and costings 9. Review the Preventative Maintenance Plan produced by the service providers 10. Contribute to the development of the maintenance budget and ensure compliance 11. Check the asset list and inventory list and amend as appropriate 12. Provide a high quality and timely service based on agreed service standards 13. Implement a policy of continuous improvement and innovate the scope and quality of service delivery standards 14. Conduct all activities within the service standards established by the Head of FM 15. Conduct daily activity with reference to Misk Schools policy 16. Embed Misk Schools culture and ethics in all the activities 17. Collaborate with the Hard Services Manager to establish and achieve personal performance objectives 18. Maintain the stakeholder as the focus of all activities 19. Work flexibly according to the needs of the organization 20. Innovate systems and processes to enhance efficiency and effectiveness

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21. Check all the as-built drawings and any new installation work and compare it with the site
22. Supervise the service provider corrective and preventive maintenance procedure
23. Ensure proper execution of MEP (mechanical, electrical and plumbing) tasks
24. Follow all Work Orders, issuing and closing process in line with the agreement
25. Ensure the implementation of contract terms by the Hard Services service provider
26. Check air quality in school buildings through the monitoring of air quality sensors and air purifiers; take the necessary actions
27. Undertake any other duties reasonably requested by the Hard Services Manager

4 Qualifications

- BSc in a relevant Engineering discipline (Mechanical or Electrical)
- Qualification in Project Management eg PRINCE 2, PMP or equivalent
- Facility management professional certification is a must

5 Experience

- At least three years of experience in Facilities Management of which at least two years should have been in a supervisory role in a similarly sized organization
- Evidence of good organizational skills, including record keeping
- Proficiency in the use of IT for administration purposes, specialized ticketing system software and project management software

6 Commitment and Abilities

- Ability to communicate clearly in written and spoken English with colleagues and external agencies
- Ability to work sensitively with people from other cultures
- Ability to work independently as well as part of a team
- Strong organizational and time management skills.
- Ability to develop and maintain critical relationships internally and externally
- Enthusiasm for working in an environment of positive change and development
- Ability to organize own workload and work to agreed deadlines
- Great attention to detail
- Excellent organizational skills
- Strong critical thinking, analytical and problem-solving skills
- Commitment to professional development