# Job purpose

Reporting to an Associate, you are responsible for operational delivery and enhancing the quality of our service and offerings

**JOB ROLE**

The role requires the Senior Engineer to be a strong team player and be a professional with a proven ability to think creatively, and act tactically and efficiently.

The Senior Engineer is also involved to some extent, in the following:

* Internal team communications.
* Delivery and quality.
* Administration and co-ordination.
* Business development (some elements).

**MAIN RESPONSIBILITIES**

1. **Technical/Quality/Engineering:**
2. Ensure that the quality standards are followed by the Facilities Engineering Team.
3. Undertake due diligence and condition surveys, dilapidation reviews and produce schedules of buildings within the Practice as necessary.
4. Undertake tendering exercises for contractors and auditing the performance of the appointed contractors.
5. Advise the Client on matters surrounding Health & Safety and statutory compliance.
6. Procure and monitor capex works on behalf of the Client.
7. Provide advice on technical issues surrounding buildings that are not performing to the Clients expectations.
8. Provide technical advice/support to other engineering issues when trained to do so i.e. Air Conditioning Inspections etc.
9. **Management:**
10. Provide positive and effective management and set an example to other members of the Team.
11. Plan and programme the works of the Facilities Management Team on your key accounts and ensure deadlines are met.
12. Liaise and co-ordinate with support services departments effectively to ensure that a high level of performance is achieved.
13. Develop key accounts under your control.
14. Review resource levels monthly in conjunction with the Head of FM.
15. **Financial**
    1. Forecast the billing for your key accounts, for all maintenance appointments.
    2. On the third week of each month, produce a billing schedule of that month’s invoicing.
    3. Review, on a monthly basis, the job costings and sales figures.
16. **Business Development:**
17. Act as ‘Key Account manager’ on a number of portfolios/clients.
18. Maintain regular contact with client and build relationship.
19. Develop and progress sales opportunities with both existing and new clients.
20. **Meetings:**
21. Attend monthly facilities management meetings that occur and ensure all actions are completed ahead of the meeting to ensure all meetings are effective and productive ensuring all action items have been progressed.

**WORKING RELATIONSHIPS:**

* Ability to work with all areas of the Practice and effectively communicate cross functionally is essential.

**Knowledge, Skills and Experience Required:**

* Experience of working at a senior level across a wide sector of clients and projects.
* Good negotiation, communication, influencing and written skills.
* Integrity and commitment to service.
* Ability to work under pressure and to deadlines.
* Creative and resourceful in problem solving.
* Personable, approachable and flexible.

**Performance Measures and Objectives:**

* Success in contributing towards the Team targets.
* Successful design and delivery of projects under your control.
* Communication across the team.
* Monthly reporting.

**Progression Route requirements to next level of Senior Engineer:**

Finance:

Ability to manage project fees and income v profitability and understanding and controlling the variances that may affect profitability.

Engineering/Technical:

Proven ability to act as Design Team Leader and Lead Co-Ordinator across all disciplines.

Business Development:

Good level of Client referrals and repeat business, good level of after sales care and demonstrate a keenness to increase profile in the industry.

Client Satisfaction:

Effective delivery, good client feedback, successful job turnaround, in sales care, meeting attendance, quality/standards, resolutions, responsive.

*This description reflects the core activities of the role and is not intended to be all inclusive. Additional duties within the company may be required and as such a flexible working approach is required.*