



ROLE PROFILE

**TECHNICAL SUPPORT
MANAGER**

LANDMARC

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TECHNICAL SUPPORT MANAGER

LOCATION: FLEXIBLE BUT WITH A REGULAR REQUIREMENT TO ATTEND OFFICES AT ONE OF THE FOLLOWING REGIONAL HEAD QUARTER

LOCATIONS: SCOTLAND & NORTHERN IRELAND - ROSYTH; NORTH - CATTERICK; WALES & WEST - BRECON; EAST - THETFORD; SOUTH WEST - AMESBURY; SOUTH EAST – LISS AND ASSOCIATED SATELLITE LOCATIONS WITHIN THE RESPECTIVE REGION

REPORTING TO: REGIONAL TECHNICAL MANAGER

RESPONSIBLE FOR: NO DIRECT LINE REPORTS

Summary of Role:

The Technical Support Manager is responsible for supporting the Regional Technical Manager to ensure the implementation of all management controls required to assure Landmarc's overall compliance with JSP 375 at all sites throughout their respective Regional area.

To be responsible for contractual delivery plans across the region, providing technical advice and strategic guidance relating to the built estate to ensure adherence to the contract, building regulations/standards and other statutory requirements.

Duties of Role:

To identify, coordinate and drive improvements in compliance and assurance whilst fully engaging operational and maintenance staff to ensure successful development and consistent implementation of improvements, initiatives, processes and procedures

The role will also be to act as the technical lead on DSEAR in support of the activities at any one establishment which may include:

- Operation of kerbside re-fuelling installations
- Battery charging workshops
- Wood machining workshops
- Flammable good stores
- LPG Tank farms
- Other similar installations at which a risk of an explosive atmosphere may be present

Primary Duties:

- Produce and implement robust procedures, processes, instructions and guidance documentation as required to ensure continuous and consistent compliance with Landmarc's contract and MOD/DIO built estate related legislative duties.
- Identify and deliver improvements to existing processes to ensure accurate and consistent auditable records that satisfy legal requirements and are comparable with industry best practice.
- Undertake risk assessments as required to identify risks to health and safety and demonstrate compliance with statutory requirements, drawing up action plans to address shortcomings and thereafter following up and monitoring control measures and corrective actions through to acceptable resolution.
- Work closely and collaboratively with the Area Delivery Managers, Support Managers and Maintenance Managers to achieve continuous and auditable service delivery compliance across the region.
- Utilise professional knowledge to provide written and verbal advice, guidance and direction on technical procedures and legal requirements relative to built estate compliance in terms of health, safety, environment, and accessibility.
- Produce and present reports to senior management.
- Undertake monitoring, auditing and condition assessment of assets.
- Ensure effective close out of corrective actions, open incident reports, and significant issues.
- Provide monthly reports on built estate compliance across the portfolio.
- Assist with the investigation of incidents to establish root cause and develop required action plans with relevant processes.
- Update and review the Asbestos Register, review and monitor water temperature profiles and completion of works arising from Legionella RA's.
- Update, review and maintain the Regional F-Gas Register.
- Prepare for and host authority inspections and Authorising Engineers Audits.
- Ensure GSMP's, Legionella RA's, Asbestos Management Surveys, Fire Risk Assessments etc are uploaded to Landmarc's Asset Management System.

- Represent the Company, as required, in dealings with the client and senior level stakeholders

DSEAR Specific Duties:

- Ensuring that a DSEAR Risk Assessment has been conducted and an Explosion Protection Document compiled and that both remain current for each facility at which an explosive atmosphere may exist.
- Ensuring that the control measures identified by the risk assessment are implemented and that processes are followed.
- Ensuring that Risk Assessments and associated processes are updated when new products and new processes are introduced.
- Ensuring that for any tests, maintenance, inspection or works or visits carried out in areas or where DSEAR applies that approved Risk Assessments and Method Statement (RAMS) for the activities are suitable and sufficient.
- Ensuring Landmarc are adhering to the DSEAR requirements as described in Call Off Schedule 30 (Health and Safety) and JSP375.
- Drawing up and test DSEAR emergency procedures on an annual basis for any one site / installation, in conjunction with client staff.
- Delivering and monitoring employee training in DSEAR awareness as appropriate to individual staff roles.
- Monitoring the conducting of inspections of plant and equipment on assets at which a risk of an explosive atmosphere exists.
- Compilation and maintenance of the Hazardous Area Equipment Register and ensuring this remains current on the Common Data Environment.
- Supporting the conduct of regulatory inspections and audits of DSEAR facilities.

Ideal Person:

What you know – essential

- You will be an accomplished facilities management professional with a minimum of 5 year's experience at managerial level in a planned maintenance / hard FM services management role.
- You will have the character and ability to create new systems and procedures and proactively establish compliance management regimes, where required
- You will have a sound knowledge of health and safety legislation as it applies to the FM industry. Whilst this will include familiarity with MOD/DIO Regulations, further training will be offered to candidates with the appropriate aptitude.
- You will have well established skills in Windows PC environments and applications including MS Teams and Sharepoint
- You will be able to drive and have the capability and willingness to travel throughout your respective Region, with the potential for wider travel within the UK

What you know – desirable

- Familiarity with SFG 20 and planned maintenance systems
- Familiarity with Maximo
- Familiarity with the Defense Estate and JSP375
- Familiarity with government contracts

What you can do:

- You will have demonstrated the ability to develop policies, procedures and technical implementation documents from a standing start
- You will have strong written, verbal and presentational communication skills
- You will be able to chart an effective business strategy for asset management in an environment where the way ahead is not always clear or established, making recommendations to the Management Committee

Prerequisites for employment

- Full driving licence valid in the United Kingdom.
- Complete Baseline Personnel Security Standard – this is compulsory for all personnel who work for Landmarc Support Services Limited as Official Defence Contractors. This includes a Basic Police Disclosure, however, unspent convictions

are not necessarily a bar to employment and will be reviewed case by case to ensure there are no risks to the security and integrity of the work completed by Landmarc Support Services Limited.

- National Security Vetting may be required however you will be informed of this requirement during completion of the Baseline Personnel Security Standard.
- Candidates must meet the UK residency requirements to undergo the above (5 years minimum).

Our Values

- Take time to take care of yourself, look out for yourself and others, and stop and step-in if you need to.
- Always do the right thing, not just the easy thing; integrity in all that we do at work and at home.
- Put the customer's needs first, in everything we say, consider or do.
- Promise only what can be delivered; once promised it's a Landmarc commitment.
- Take pride in what you do, you've a lot to be proud of.

Our Behaviours

- Live Our Values, know what they are and what they mean to you and how they influence what you do, we should believe in them and demonstrate them always.
- Build Relationships, we are a people-business and relationships are the foundation of accomplishment. Take every opportunity to build and strengthen relationships with colleagues, customers and suppliers. Together we are stronger.
- Give Feedback and Recognition, creating an environment in which we openly and thoughtfully give and receive feedback and recognition builds trusting teams. Feedback and recognition also foster a culture of growth.
- Embrace Flexibility, in all that we do and how we do it. Change can come with or without warning and in either case, we must improvise, adapt and overcome to remain relevant to Our Mission.