

Role Definition

Job Title: Facilities Maintenance Supervisor
Reporting To: Facilities Maintenance Manager (Project & Reactive)

Responsibilities

- Develop, deliver and maintain a high service standard of all building fabric, Mechanical, Electrical and Plumbing (MEP) facilities throughout all Foster + Partners' offices, properties, and site offices. This role is primarily responsible for supervising in-house maintenance team for performing Planned Preventive Maintenance (PPM) tasks and reactive works, ensuring safe and efficient operation and maintenance, while continuously seeking opportunities for improvement.
- Provide daily supervision, job assignment and technical guidance to the in-house Facilities Technicians. Ensure operational efficiency while fostering a culture of excellence and high performance within the team
- Oversee daily in-house Planned Preventive Maintenance (PPM) and repair work orders using the CAFM system. Work closely with Facilities Maintenance Technicians to ensure all tasks are completed in a timely manner.
- Ensure the in-house team promptly responds to Facilities Help Desk requests, maintains progress updates, and delivers professional and timely service. Ensure all Service Level Agreements (SLAs) are completed, and tasks are closed within the CAFM system.
- Ensure all in-house health and safety compliance tasks, such as PAT testing, Legionella Control, fire alarm testing, etc., are completed and fully documented in accordance with statutory regulations.
- Respond promptly to emergency breakdown incidents (P4 Critical), providing timely updates and resolutions.
- Maintain cleanliness, safety, and controlled access for all stores and plant rooms, ensuring compliance with safety standards.
- Provide recommendation to the Facilities Maintenance Managers on outsourcing of the maintenance tasks and proposing modifications or improvement works to the existing systems.
- Support the Facilities Maintenance Manager in supervising and monitoring contractor activities for maintenance tasks and minor projects, both during and outside of regular working hours.
- Assist the Facilities Maintenance Manager with staff management, including training, motivation, and performance monitoring to ensure team efficiency.
- Monitor inventory levels of spare parts and consumables. Source, order and cost materials and parts as required.
- Prepare inspection reports and ad-hoc documentation as needed.
- Attend meetings related to maintenance issues, project planning, and team operations to ensure alignment and effective collaboration.
- Contribute, or otherwise assist, as required.
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards.

Qualities and Skills Required

- Able to demonstrate ability to undertake the above responsibilities.
- Legally able to work in the country in which the position is based.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.

- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Flexible attitude.
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members.
- Previous experience and or related qualifications in maintenance work and contractor supervision, particularly in building fabric/Building Services Systems would be an advantage
- Good written and verbal communication skills - articulate and diplomatic manner
- Able to work effectively with people at all levels both internally and externally as there is a requirement to liaise with contractors and internal staff
- Previous experience in dealing with customers
- Able to work within a team providing assistance to other trades to finalise all aspects of maintenance.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the postholder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the postholder.