Role

Technical Services Manager
Job Description

Overview

A Technical Services Manager (TSM) with a strong technical and engineering background to support a number of prestigious Operation and Maintenance contracts related to District Energy Schemes and Energy back-up systems.

Based in central London, the Technical Services Manager will work very closely with the Site Operational team, Head Office, with the wider Operational team across the UK.

The Role

Reporting to the site Contract Manager, the Technical Services Manager will be responsible for providing on-site technical expertise in order to allow the site operational team to deliver a high quality service to Clients and Consumers.

The position will be specifically measured against the ability to deliver compliance against contractual obligations and demonstrable improvements to system performance, reliability and lifecycle costs resulting in a positive impact on the financial performance of the contract.

The ideal candidate will have previous experience in this field and the relevant industry qualifications including:-

- Experience in District Energy Schemes
- Managing and training technical staff
- PPM development ideally in district energy / combined heat and power industry
- Knowledge and delivery of effective health and safety improvements in an operational environment
- Quality assurance, auditing and document control
- Strong IT skills including PPM databases

Key Deliverables

- Ensure that all PPM systems are kept up to date and workload is prioritized to meet contractual obligations
- Ensure plans are developed, improved and reported against for all statutory obligations associated with the plant and equipment
- Provide monthly reports to demonstrate contract compliance against maintenance targets
- Monitor and ensure all Health and Safety compliance for all site based activities including reporting against key performance indicators

- Provide hands on training to technical staff to ensure appropriate standards are achieved to meet PPM requirements
- Support the delivery of training and staff technical developments
- Support and deliver key Continuous Improvement based initiatives and projects to maximize plant availability, lifecycle costs and improved methods of working
- Carry out ad hoc technical report writing and investigations

General

- Maintain all documentation and records to the highest standard
- Have an understanding of the contracts and obligations
- Project a professional image at all times to external and internal customers, this is to include clear channels of communication
- Other tasks as directed by Line Management
- Operate at all times in accordance with Best Practice with regard to Equal Opportunities, recognise and value Diversity in the Workplace and demonstrate respect for others
- Place the highest importance upon Health and Safety policies and procedures
- Abide by company policies and procedures at all times
- Always represent the company in a professional manner
- Other duties as required

Person Specification

- Previous experience in this field
- Relevant industry qualifications
- Demonstrable ability to motivate and manage a diverse team
- An excellent understanding of maintenance practices associated heating and power systems/boiler plant on a commercial/industrial level