

# Multi-Skilled Technician

Reports to	Engineering Manager
Department	Engineering
Grade	T3BB
Days / shifts	Shift working
Hours	40 per week
Location / travel	Southampton based but some travel to other group airports locations may be required

## Role overview

To enable the delivery of a high quality, reliable service to passengers, tenants and other internal and external customers through effective and efficient maintenance of airport assets. This includes completion of work in accordance with prevailing company processes and contributing towards the continuous improvement of the maintenance service.

## Principle accountabilities

- Committed to promoting a security culture of vigilance and security awareness through adhering to the security policy, Managing Responsibly System (MRS) and Security Management System (SeMS).
- Undertake planned and reactive maintenance work on engineering assets ensuring optimum serviceability which meets both customers agreed service levels, and statutory Civil Aviation Authority (CAA) and Department for Transport (DFT) regulations. This includes inspecting assets which are not meeting required performance levels by assessing and reporting what remedial action is required and undertaking that work.
- Carry out tasks which require in depth technical competence in Building Service Engineering according to CIBSE guidelines, or work in other disciplines in which you have the competent skills to do so.
- Use prevailing company IT and work management systems, as required. This includes receiving and closing down work orders and entering accurate data. Use maintenance system data to understand individual, team & asset performance.
- Ensure that all engineering and operating records are updated to meet business, regulatory and manufacturer requirements. Issue and cancel Permits as Appointed Persons, as directed by the Maintenance Team Manager.
- Carry out regular risk assessments of working practices which ensure a safe working environment for yourself and others and contribute to the development of a safety culture whilst adhering to mandatory regulations and safety procedures.

- Engage proactively in any work associated with delivering performance improvements within the engineering environment.
- Communicate effectively with customers on the progress and completion of work. Liaise with technical service providers either remotely or on site to reduce minimum down time of the facility to the customer.
- Work with others, including colleagues or apprentices, on a one to one basis to improve their technical proficiency and personal development.
- Proactively upgrade skills to facilitate the maintenance and operation of new assets being delivered into service to ensure that they are maintained in accordance with manufacturer's recommendations.
- Maintain stock levels which are to be held at the local stores points or for use in maintenance routines, and to arrange the return of any repairable items to the relevant service centre or manufacturer for repair, using company IT systems.
- To supervise contractors as directed whilst on site to ensure that work is carried out to company Safety and Technical standards. Instruct personnel who are required to operate electrical equipment in the safe use of the equipment and advise on the hazards arising from improper operation.
- Responsible for personal and, if applicable, team compliance with Health and Safety, Security and Environment/Sustainable Development Policies, ensuring working practices minimise risk to self, work colleagues, customers, staff and the environment.
- To comply with all legal and statutory obligations applicable to this role.
- To ensure that the activities required by the safety, security and environmental/sustainable development management systems are delivered throughout the areas of responsibility of this role.
- To ensure that any systems and procedures introduced by the company, are effectively implemented and adhered to.
- To carry out any other duties that may be outside the standard remit for the purpose of personal development, or as may be reasonably required by the company.

## Qualifications and experience

- Apprenticeship in Electrical or Mechanical Engineering including City & Guilds or equivalent experience.
- Knowledge and experience of Electro-Mechanical or Building Service Engineering
- Proven experience in Engineering practices
- City and Guilds in 18<sup>th</sup> Edition IEE Regulations is essential
- A full clean driving licence is essential
- A good knowledge of computers and electronic principles
- A good working knowledge of Word, Outlook, Excel and FSI Concept would be advantageous

## Technical Competencies to be attained:

- Competent in the repair of Aeronautical Ground Lighting (AGL)
- Knowledge and operations of baggage system
- Environmental awareness of industrial drainage systems on airport pavements
- Gain competency in entering confined spaces
- Competency for operating and maintaining low and high voltage electrical systems
- Gain experience and competency management of domestic hot water, heating and ventilation systems

## Framework and boundaries

- To work within SIAL & AGS Policies and Procedures
- To work within Health & Safety Legislation and SIAL Health & Safety policies and operational policies

Work within Southampton Airport's overall policy and process framework.

Work to promote the development and efficient functioning of the company's process for Asset Management and all other related processes which underpin maintenance work activities.

The technician is required to work within a wide range of local and external business policies, procedures, and regulations including CAA, DFT, Building Regulations, Public Health England, and Fire Safety when carrying out their role.

Maintenance of assets must meet the standards agreed in Service Level Agreements between the maintenance function and the business unit and deliver the Key Performance Indicators for the function.

## Business Behaviours

<b>Focus on Customers</b>	Anticipates customer requirements and delivers the best possible customer experience, every time. <ul style="list-style-type: none"> <li>• Thinks about how they impact on customers</li> </ul>
<b>Deliver Results</b>	Drives self and others to deliver excellence. Makes sure that nothing gets in the way of doing the things we should do. <ul style="list-style-type: none"> <li>• Monitors and continually reviews progress</li> </ul>
<b>Business Awareness</b>	Contributes effectively to Southampton Airport's business success. <ul style="list-style-type: none"> <li>• Sees the value in each part of the airport team pulling together towards shared goals. Does not work in silos.</li> </ul>
<b>Lead by Example</b>	Displays positive business behaviour, takes accountability for actions, encourages and empowers others to deliver. <ul style="list-style-type: none"> <li>• Is visible and in touch.</li> <li>• Does not tolerate inappropriate business behaviour and deals with it appropriately.</li> </ul>
<b>Work Together</b>	Builds and maintains open and collaborative relationships. Considers the impact that actions and decisions have on others. <ul style="list-style-type: none"> <li>• Influences positively and constructively.</li> <li>• Communicates clearly and openly.</li> </ul>

<p><b>Continuous Improvement</b></p>	<p>Finds ways of doing things better every day. Makes the improvements stick. Doesn't shy away from identifying and delivering the required change.</p> <ul style="list-style-type: none"> <li>• Manages change effectively / responds well to change.</li> </ul>
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Created by: Arthur Leith	Date: 2009
Evaluated by: HR	Date: 2009
Last updated by: Martin Ratcliffe	Date: October 2014
Last updated by: Engineering Manager/HR Business Partner	Date: December 2020/March 2021
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