



Role: Facilities Engineer
Area: Shared Service Centre
Sub-Area: Facilities
Location: Dublin

Duration: Permanent **Salary:** Competitive **Ref:** 022S18

Ervia is a commercial semi-state company which provides strategic national gas and water infrastructure and services in Ireland. Through our regulated business, Gas Networks Ireland, we build and operate one of the most modern and safe gas networks in the world. In 2014, we took responsibility for the operation and maintenance of Ireland's water and wastewater assets through our other regulated business Irish Water. Ervia directly employs over 1,600 people who deliver services to 1.6 million customers daily. We are guardians of the national assets and experts in our field. Our infrastructure supports economic and social development, protects the environment and enhances the health and quality of life of the Irish people.

Background:

The Facilities function within the Shared Service Centre is responsible for the obtaining and maintaining of Ervia HQ's and Regional offices, including activities such as ; Security, Reception Services, Spatial Planning, Fleet Management, Cleaning and building maintenance. Facilities will provide these services to all of Ervia organisations including; Gas Networks Ireland, Group and Irish Water, ensuring a consistent and effective facilities service is provided.

The Role:

The main purpose of the role is to support the Irish Water & Ervia Regional Facilities Manager deliver a highly effective Facilities Management service by ensuring that both service delivery and efficiency are optimized to the full in all Dublin offices. This will require the Facilities Engineer to provide a seamless service and to ensure that key relationships both internally and externally are maximised, while working to achieve the Ervia and the Business Units drivers and objectives. Reporting to the Irish Water & Ervia Regional Facilities Manager, the successful candidate will work and oversee the delivery of mechanical and electrical services and projects, including day to day cleaning, security and FM operations. Ensure the control of contractors through work permits, method statements, risk assessments is fully compliant with safety standards . You will familiarise yourself with the relevant leases and the associated obligations for Ervia and Landlords ensuring these are adhered to.

Main Duties and Responsibilities

- To support the provision of all Facilities Management Services for the Dublin offices including; Security, Reception Services, Spatial Planning, Capital project works, Cleaning, Catering, Postal services and Building Maintenance
- Manage the day to day FM Facilities Operations supervising the FM Vendors and acting as an escalation point for all operational issues advising and supporting a solution.
- Build strong relationships with our on-site contractors with the aim of optimising co-operation and maximising efficiencies across the Dublin Commercial Offices.
- Manage and oversee contractors work progress against plans/targets
- Identify improvement opportunities both cost and service, using principles of business excellence and related tools.

- Support the Capital Projects team with all office upgrades, fit-outs and refurbishments projects ensure that stakeholders are informed and lease obligations are adhered to.
- Ensure that a high quality, responsive and effective service is provided to all customers.
- Ensure that planned maintenance schedule and reactive tasks are on target.
- Attend the weekly operations meeting, monthly catering and cleaning audits.
- Promote a strong customer service culture within the Facilities team. Managing Service-now requests and ensuring they are allocated and addressed in a timely manner
- Promote and encourage Energy, Environmental and Waste Management policies in all offices liaising with landlords to ensure compliance.
- Manage plant performance and drive proactive continuous improvement of maintenance work practices and procedures through our facilities contractors and sub-contractors.
- Liaise with HSQE departments in both Shared Services, Irish Water & GNI to ensure work is carried out in compliance with statutory and legislative requirements in respect of Health and Safety, the environment, building and workplace regulations.
- Manage all Hazcons taking a proactive and preventative approach to safety in the buildings. Complete safety audits, walk downs, reports and support the HSQE department to achieve safety KPI's and targets
- Manage the appointment and training of Fire Wardens and Fire Marshalls while also ensuring evacuations are held and learnings implemented. Manage the delivery of First Aid services and training in conjunction with our FM contractor.
- Carry out monthly audits on inductions, risk assessments, method statements and work permits for all operational contractors attending site to ensure compliance with safety standards and Ervia's policies and governance.
- Manage carbon reduction initiatives and improvement projects, target of 20% by 2020.
- Manage Waste streams within sites work, co-ordinate activities with environment teams from all business units to ensure standards are maintained
- Support the Facilities Manager with space requirements, reports, operational issues, projects. Manage the Interior space and office move activities.
- Write, update and manage inductions process for employees and contractors for all Dublin offices.
- The role requires flexibility to extend working hours and being a member of an on call rota.
- Support the Facilities Manager to achieve the annual operational budget associated with the buildings assigned to the position, typically in the region of €7M.
- Stand-in for the Facilities Manager where necessary and other activities as may be assigned from time to time.

Knowledge, Skills and Experience:

- Engineering, Facilities Management degree or BIFM diploma or equivalent.
- A minimum of five (5) years' experience managing commercial office accommodation.
- Strong knowledge of best practice in Operations & Maintenance methodologies along with a deep knowledge of relevant statutory and health & safety regulations.
- Proven track record in the delivery of Facilities Management Services to multiple locations.
- Lead both direct and third party resources (degree qualified) to optimise quality service delivery.

The closing date for receipt of applications for this vacancy is 6th March 2018

Applications, including a current Curriculum Vitae should be emailed to: recruit@ervia.ie or careers@water.ie

Please include the Reference Number for this Role when making an application

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