

Facilities Ancillary Services Best Practice

System Team Lead Hand Agreement

INTRODUCTION (Purpose and Importance)

The purpose of this best practice is to provide a clear process relating to Facilities Services System Team Lead Hand agreement.

In general, the establishment of a Lead Hand for a work group within the Systems Team, is intended to improve work flows, improve efficiencies within the team, to remove obstacles from the efficient delivery of tasks, and to maintain timely records in regards to the obligations of the Systems Team. The structure described below is an attempt to clearly define the role of the Lead Hand in support of the work of the Manager Building Systems. But the Manager and the Lead Hand hereby commit to working collaboratively and respectfully, for seamless delivery of services to clients (both internal and external), for reduced bureaucracy (within the defined limits of the VIU organization), and for improved understanding and collaboration between Systems Team Members.

- 1) Authority: The Manager Building Systems (MBS) is responsible to the Director of Facilities Services and Campus Development (FSCD) for defined aspects of the management of VIU facilities and systems throughout the organization.
 - a) The Lead Hand performs specific services in support of the MBS, to meet operational requirements, generally including:
 - i) identifying tasks for subordinate personnel within the assigned work group to meet legislative, operational, and improvement objectives as required by MBS
 - ii) preventative maintenance tasks
 - iii) operational maintenance and repair of systems
 - iv) client requested maintenance and repairs
 - v) records maintenance
 - vi) reports to MBS on observations
 - vii) recommendations to MBS for repairs and improvements to systems, tools, work group, and team members

- 2) Supervisory Role:
 - a) as defined and limited within the CUPE Collective Agreement with VIU
 - b) subordinates will be designated by MBS
 - c) Supervision to include:
 - i) distribution of tasks
 - ii) maintenance of workflow via Computerized Maintenance Management System (collaboration with Facilities Maintenance Coordinator (FMC))
 - iii) coaching of subordinates on technical aspects, quality of services delivery

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- 3) Collaboration within FSCD:
 - a) under the direction of MBS, or as otherwise delegated by Director FSCD
 - b) routinely consults with MBS for information, receives direction, reports on observations and recommendations
 - c) collaborates with FMC to deliver Preventative Maintenance tasks, distributing work to the Team and following up on deadlines
 - d) provides expert advice to VIU Project Managers in support of projects delivery
 - e) reviews design drawings and specifications for adherence to standards, for recommendations on desirable technologies and systems
 - f) contributes self and team members to Emergency Response duties, and extreme weather duties

- 4) Procurement and Purchased Services:
 - a) assigns tasks to contracted firms with the prior approval of MBS
 - b) procures component parts via Standing Purchase Orders and Purchasing Card
 - c) procures services via Standing Purchase Orders, and recommends specific purchases
 - d) purchasing authority as defined within the VIU delegated authorities

- 5) Authority:
 - a) recommends needs to MBS, and acts upon approval

- 6) Health and Safety of Team, Clients, Public:
 - a) Health and Safety procedures for the Systems Team and for contractors conducting work on behalf of the Systems Team, are defined by the MBS with support from H&S Office
 - b) MBS must approve of Site Specific Procedures prior to the commencement of work, for tasks with defined risks associated (see FSCD Safety Manual)
 - c) Lead Hand will assess risks of given tasks, discuss with worker or service provider, will make established procedures available to workers and service providers, and will facilitate understanding of the risks and mitigation prescribed
 - d) Lead Hand will restrict tasks from proceeding until known risks are assessed, written Procedures applied and adapted to the risks, and MBS approval received.

- 7) Reporting:
 - a) reports routinely and frequently to MBS on all activities, generally verbally, but in writing when a record is required
 - b) when collaborating with other work groups of FSCD, generally reports to MBS - MBS is then responsible for providing the official Systems Team report to the client, and may amend, adapt, or alter the report to suit the situation

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- c) maintains records on the designated network drive or web site on regulated activities of the team
- d) seeks opportunities to improve on records to be retained, for demonstration of due diligence in the work functions

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