

Regeneration and Culture

FM Multi – Skilled Maintenance Technician Job Description and Person Specification

March 2022

Job Description

Job Title:	FM Multi-Skilled Maintenance Technician
Department:	Regeneration and Culture
Function:	Property
Team:	Facilities
Post number:	S003058/S003059
Grade:	LBR 8
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	LBR Corporate Estate
Reports to: <i>Job title</i>	Property Maintenance Manager / FM Management
Responsible for: <i>Job titles of direct reports</i>	No direct line management responsibilities.
Role purpose and role dimensions: <i>Overview of the job</i>	<p>Reporting directly to the Property Maintenance Manager, the post holder will play a prominent role in the provision of hard / soft FM services across the Council's property portfolio with a particular focus on the operational estate and any third party's properties who have purchased a service from the Council.</p> <p>To monitor and assist with keeping the common spaces in excellent repair and décor, obstruction free and clean. Provide a 'Get it Done' mentality in your approach to building issues - ensuring any issues are resolved quickly and efficiently and carry out first fix repairs where possible and or consulting FM so the correct contractor can be instructed to make the appropriate repair timeously</p> <p>To work with the Facilities team's electronic maintenance management software, respond to, escalate, record and complete planned and reactive maintenance tasks in accordance with the assigned completion date</p> <p>Liaising with the FM on visits by service contractors, i.e., general maintenance, lifts, fire, security etc. and assisting in site inductions/ toolbox talks with contractors and to have a good understanding of the services within the buildings, e.g., boilers, heating and electrical infrastructure etc.</p> <p>To assist with supervising contractors on site where required and the Health Safety Management strategy for sites including daily internal and external building checks to ensure the site is safe, clean, secure and fit for normal use. Carry out weekly safety and operation checks for items such as lift auto-diallers, panic alarms and for • areas such as roof space, plant rooms, riser cupboards etc. •</p> <p>Assist with the Fire Safety Management strategy for Centres including weekly Fire Bell Tests and checks - fire doors and sprinkler systems, undertaking monthly emergency light checks and supporting fire evacuation drills. To meet our compliance with HSE Guidance (ACOP L8)</p> <p>The performance of the team as a whole is measured against KPIs and SLAs, which will be part of the post holder's objective to meet and achieve.</p>

Key external contacts: <i>Organisations</i>	Regulatory and professional bodies; contractors and consultants; and voluntary and community groups and members of the public.
Key internal contacts: <i>Job titles or groups of staff</i>	Members and Senior Officers in all departments across the Council.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Assist with the operation of contracts operated through the revenue maintenance budgets (c.£2.8m) and input into broader capital programme valued at c.£100m. Projects need to be managed in accordance with and in compliance with Standing Orders, contractual clauses and ensuring industrial standards are achieved
Key areas for decision making:	<p>The development, agreement and implementation of planned, preventative, cyclical and reactive maintenance together with the development of the capital programme for investment in the Council's estate.</p> <p>Deliver contract assurance utilising external delivery partners by monitoring and reviewing the overall progress (time/quality/cost), including initiating corrective action as appropriate for a portfolio of projects.</p> <p>Lead in scheduling, conducting and recording routine meetings with contractors. Reviewing delivery against contract, service provision and customer experience.</p>
Other considerations: <i>E.g. working patterns</i>	Occasional out of hours working.

Key accountabilities and result areas:	Key elements:
Service Development	<p>This will involve:</p> <ul style="list-style-type: none"> • Support the development and implementation of a clear Asset Management Plan directing the use of the Council's assets to support the delivery of the Council's objectives and those of its partners; • Manage and monitor relevant hard facilities management contracts and budgets to ensure that the service delivers consistently within budget and meets all savings/income targets; • Support efforts to put in place appropriate procedures and contracts in respect of statutory and regulatory compliance (asbestos, legionella etc) and building condition surveys etc across all Council properties; • Support the scoping, procurement and management of third party works and services in support of the delivery of relevant hard facilities management services; • Support effective engagement arrangement with building users so that any issues are identified and addressed at the earliest possible opportunity; and • Support efforts for the Council to sell property services to partners and third parties (i.e. schools, Vision, health partners etc). • To promote and comply with Health & Safety within the workplace to ensure safety of staff, clients and service users. • Communicate with clients, customers, residents, external contractors and members of council to ensure project specifications continue to achieve job requirements. • Apply a corporate approach to all projects, applying flexible management techniques, financial robustness and rigorous customer care to ensure scheme success.

Facilities Management	<p>This will involve:</p> <ul style="list-style-type: none"> • Ensure that all statutory and regulatory obligations are met and that appropriate records are maintained within the relevant buildings and are available for inspection at all times; • Support the ongoing review of the Council's operational property portfolio to ensure that buildings are maintained to an acceptable standard and identify opportunities for further rationalisation or redevelopment based upon building and/or systems condition; and • Assist in the coordination and response to emergency situations 24/7, 365 days a year either remotely or, where necessary, on location.
Building Maintenance	<p>This will involve:</p> <ul style="list-style-type: none"> • Support the development of an efficient planned, preventative and cyclical maintenance regime to support the effective operation of all Council buildings, supporting the training and utilising the Council's Facilities Assistants as required; • Provide the first response to relevant reactive maintenance/repairs requests and attempt to secure the effective continued delivery of Council services, escalate or log works orders as required; • Log all works undertaken onto the appropriate systems to support the development of a data driven culture to building management; and • Monitor and approve works undertaken by contractors and consultants and take corrective action as required. • Undertake all legislative and statutory requirements to ensure compliance with current regulations. • Make staff aware and provide advice on the implication of changes of legislation, agreeing and monitoring that appropriate standards are achieved and maintained
Capital Projects	<p>This will involve:</p> <ul style="list-style-type: none"> • Work with colleagues within the Capital Team to support the specification and procurement of services and works in respect of capital projects; and • Where required, lead the delivery of capital projects taking responsibility for the specification, procurement and management of project teams and the delivery of projects to time and budget and to an acceptable quality.
Support the Corporate Landlord model	<p>This will involve:</p> <ul style="list-style-type: none"> • Champion and support the ongoing roll out of the Corporate Landlord model across all operational and non-operational Council properties; and • Support the continuous review of the Council's operational estate to identify surplus assets which could be considered for redevelopment and/or disposal including through the Council's wholly owned Development Company.
Corporate Property input into wider Council agendas	<p>This will involve:</p> <ul style="list-style-type: none"> • Provide Building Services input into broader Council initiatives/workstreams including estates and service transformation activity and rationalisation/colocation efforts in respect of Public Health etc.
IT	<p>Operate all relevant IT, including specialist design and management software systems required to produce documents, manage contracts and programmes i.e. auto-cad.</p> <p>Originate ideas for computer systems to be developed by others. i.e. TFCloud (Cafgem).</p> <p>Manage computer information produced on systems ensuring steps are taken to protect its integrity and comply with IT security policy.</p>
Other	<p>This will involve:</p> <ul style="list-style-type: none"> • All other duties commensurate with the grading of this post as directed from time to time by the Property Maintenance Manager.
General accountabilities and responsibilities	

Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.
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Person Specification

Job Title:	FM Multi-Skilled Maintenance Technician		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	City & Guilds/NVQ level 2 (or equivalent) in a core trade or experience in working in that environment	A	3
	Membership of relevant professional body in a relevant area	A	3
	Skilled in plumbing, carpentry, joinery, plastering, tiling and decorating	A	2
Minimum experience/ knowledge/ skills:	Experience in delivering similar services.	A-I	3
	Detailed, practical knowledge of facilities management related regulations and statutory requirements in respect of health and safety and compliance etc	A-I	3
	Direct experience of developing, delivering and monitoring schedules of planned, preventative, cyclical and capital works across a similar estate	A-I	3
	Computer literate and able to use all MS Office and relevant specialist software packages	A-I	3
	Experience of working within local government	A	2
	Experience/ knowledge of IT systems including TF_Cloud (CAFGEN) and auto cad	A	2
Minimum behaviours: Customer service	A clear commitment to excellent customer service with proven experience of having driven a customer focussed approach in similar roles.	A-I	3
Communicating and influencing others	Strong interpersonal skills, ability to form relationships at all levels and communicate effectively both verbally and in writing.	A-I	3
	Well-developed negotiation and influencing skills with a proven ability to secure the best possible outcomes for the Council.	A-I	3
Working together	Highly developed team working skills within a range of roles.	A-I	3
Analysis and judgement	Evidenced ability to use own judgement to assess situations and formulate and implement appropriate solutions.	A-I	3

Driving improvement	Experience of driving improvement in efficiency and/or effectiveness through continual monitoring of established processes.	A-I	3
Adaptability	Highly flexible style and ability to respond to changing priorities.	A-I	3
Leadership and managing people (for those with line management responsibility)	N/A		
Strategic perspective (for senior management posts)	N/A		
Special conditions:	Ability to work flexibly including outside of normal office hours, including at weekends.	A	3
	Full UK Driving License and use of a suitable vehicle to attend meetings around the Borough.	A	2
Signature of Employee:	Name:	Date:	