

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Building Services Technician	JEID	M0539
Salary Grade:	Grade G £22,183 - £24,491 – As per JEQ Submission		
Team:	Economy and Skills		
Service Area:	Business Centres		
Primary Locations:	Centenary Business Centre – Nuneaton, Eliot Park Innovation Centre – Nuneaton, Sir Frank Whittle Business Centre - Rugby		
Political Restriction	This position is not politically restricted		
Responsible to:	Building Services Team Leader		
Responsible for:	Supervising the Business Centre Maintenance Programme		

Role Purpose

To support the Building Services Team Leader in delivering a diverse range of building maintenance, groundwork services and direct tenant engagement ensuring that all buildings/sites are maintained, secure and meet all relevant health and safety standards, while working within a fast paced and frontline customer focussed service environment. The post holder will be required to work at a number of Business Centre sites across the County.

Role Responsibilities

Undertake a full range of building maintenance work, both internal and external across the Business Centre portfolio, together with tenant H&S compliance. Delivering both 'customer paid for work' and able to understand the importance of and to produce and implement appropriate risk assessments and method statements, depending on the maintenance/work requirement.

Understand the importance of consistently delivering true customer care and customer focussed services.

Have a full understanding of the importance of Health and Safety and COSHH requirements when assessing both planned and reactive maintenance tasks.

Be able to diplomatically and thoroughly undertake 6 monthly unit/tenant Health and Safety inspections.

Be able to work confidently at height while observing all necessary Health and Safety protocols.

Be able to work confidently with pesticides while observing all necessary Health and Safety protocols.

Experience of using power tools including drills, planes, petrol strimmer's, hedge cutters, leaf blowers etc. while observing all necessary Health and Safety protocols.

Be able to retrieve and interpret building information, i.e. drawings, asbestos reports etc. via the intranet and WCC web site.

Be able to plan and prioritise a project/maintenance from initial report/survey assessment through to specifying and sourcing required materials together with installation or overseeing external contractors

Implement and understand the legal importance of water testing and recording of data via IT systems in relation to Legionella.

Implement and understand the legal importance of fire alarm testing and recording of data via IT systems in relation to building emergency evacuations..

Be able to fit doors, door locks, door closers together with understanding the associated regulatory/legal implications.

To have knowledge of and be able to undertake basic plumbing repairs.

To have knowledge of and be able to undertake basic electrical repairs.

To be able to undertake both internal and external decorating using a wide range of professional materials and processes.

Be able to demonstrate an understanding of and operation of Heating, Ventilation and Air Conditioning (Hvac) systems.

To understand and be able to interrogate a computerised multi layer digital BMS (Building Management System)

To be able to supervise external contractors when on site ensuring that specifications and all Health and Safety protocols are adhered to at all times.

Understand the importance of planned and implications of reactive maintenance.

Be able to undertake regular, manual, external landscaping/grounds maintenance work year round and in all weather, to ensure that the Business Centre grounds are professionally presented and well maintained.

Undertake 24/7 key holder responsibility when required, ensuring that all first on site security/safety protocols are adhered to.

Be able to inspect both industrial units and offices to prepare condition or dilapidation reports, together with supporting digital photography and subsequent downloading to the CRM software.

Engage with building occupiers when appropriate to 'add value' to their overall building occupancy experience, while fully understanding the imperative that confidential or commercially sensitive information must remain confidential.

Understand the importance of and requirements of GDPR compliance.

Assisting when required with the setting up of conference and meeting rooms for a wide variety of events.

Assisting when required with the voice and data infrastructure, including setting up and programming handsets, comms room/customer data connections.

Late evening/weekend working when required.

Generally ensuring that the Business Centre portfolio is maintained and presented to the highest standards to customers and visitors alike. Although not exhaustive, this will typically include, general repairs and construction, redecoration, lamp replacement, carpet tile replacement, fixing shelves/whiteboards, relocating floor port modules, decoration, grounds maintenance, conference and meeting room set up etc.

Willing to travel to and between Business Centre sites within Warwickshire.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Assessed By:

Essential Criteria

Experience of working with the public, together with a full understanding of the importance of delivering consistent 'customer care' and 'customer focussed services.	A/I
Knowledge relating to the importance of all Health and Safety requirements related to the job role.	A/I
Experience of RAMS (Risk Assessments and Method Statements)	A/I
Understanding of the importance of confidentiality and GDPR	A/I
Ability to effectively plan and implement workload and to meet agreed deadlines.	A/I
NVQ level 3 or relevant experience relating to general construction/maintenance requirements across a mixed portfolio of buildings.	A/I/D
Practical knowledge of plumbing, electrics, carpentry, decorating, grounds maintenance.	A/I
NEBOSH certification	A/I/D
Working at height qualification IPAF-PASMA	A/I/D
Experience of working safely with power tools and grounds maintenance machinery.	A/I
Working with pesticides qualification PA1-PA6	A/I/D
A broad knowledge of construction/maintenance related to the job role.	A/I
Ability and confidence to monitor and supervise on site contractors.	A/I
Must be physical fit and able to undertake the list of role responsibilities, including manual handling.	A/I
Ability to work individually or as part of a team.	A/I
Ability to navigate websites and information databases.	A/I
IT literate, including the use of email, Word, Excel.	A/I/T

Good communication skills - verbal and written	A/I/T
Basic knowledge of computerised Building Management Systems.	A/I
Willing to undergo training (usually based in Warwick)	A/I
Willing to travel independently if required to all Business Centres located in the county, currently including Nuneaton, Rugby and Bidford on Avon	A/I
Full C1 category driving licence, or be prepared to undertake training and test. 3 points maximum	A/I

Desirable Criteria

Assessed By:

Knowledge of IT infrastructure within a structured cabling enabled building.	A/I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input checked="" type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input checked="" type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input checked="" type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input checked="" type="checkbox"/> Working on/ or near a road	<input checked="" type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input checked="" type="checkbox"/> Regular work with skin irritants/ allergens
<input checked="" type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input checked="" type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input checked="" type="checkbox"/> Work requiring respirators or masks	<input checked="" type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input checked="" type="checkbox"/> Work with waste, refuse
<input checked="" type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	