

JOB DESCRIPTION

POST TITLE:	BUILDING MAINTENANCE TECHNICIAN
POST NUMBER:	HB07
GRADE:	F
RESPONSIBLE TO:	AREA TECHNICAL OFFICER, REPAIRS AND MAINTENANCE MANAGER
RESPONSIBLE FOR:	Area team Operatives, Vehicle material stock
LIAISON WITH:	Area Team Operatives, Technical Officers, Tenants, Call Centre, Repairs and Maintenance Manager, Council Staff, Public and Private Sector Clients.

KEY CORPORATE ACCOUNTABILITIES:

The post holder will supervise human and material resources and undertake repairs and maintenance work for the Council and Council Tenants, and will promote the Council's aims and objectives in the provision of a professional service.

KEY SERVICE ACCOUNTABILITIES:

1. To diagnose faults and diligently undertake all core and other trade works, as instructed, ensuring that the quality of work meets the highest standards and that targets are achieved.
2. To order the required materials and plant for each repair and to liaise with the stores department in arranging for materials to be in stock in order to carry out the works by the required priority date.
3. To ensure that sufficient information is available for operatives to effect a repair efficiently and to organise and supervise operatives carrying out the works including assessing risk and planning each job on site.
4. To ensure that Tenants / Officers are informed of priority dates and events affecting the repair as and when required and notify the Area Technical Officer of any defects/repairs required that are found in the course of your duties.
5. Wherever possible to carry out "trade makes good" practise to avoid unnecessary return visits to properties.
6. To carry out works in an efficient and effective manner, minimising non-productive time wherever possible and reporting to the Area Technical Officer any difficulties encountered with any productivity problem.
7. Maintain accurate records of works undertaken including job tickets and timesheets and other required paperwork.
8. Be available and responsible for emergency calls during and out of working hours for any trade works as instructed.
9. To be responsible for any assigned vehicle's maintenance checks on a daily basis, reporting defects or similar to the Fleet Manager as soon as possible.
10. Maintain tools, plant and equipment in a clean and workable condition.
11. Maintain vehicle stock levels and replenish as necessary.
12. To maintain the best possible operational relationships with customers, taking all possible steps to accord with their reasonable wishes and taking account of any special needs.

13. Undertake training as identified and directed, to maintain the provision of an efficient and effective service to customers and to further personal development .
14. Ensure compliance at all times with Health and Safety legislation, other relevant legislation and guidelines and the Council's policies and procedures.
15. To deputise for the Area Technical Officer as required.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

The post holder must comply with industry regulations and Health and Safety legislation, policy and procedures.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

EQUAL OPPORTUNITIES:

The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

Date: July 2005

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

BUILDING MAINTENANCE TECHNICIAN

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none">• City & Guilds / NVQ 2/3 in core trade• Or 10 years experience with detailed references• Proof of competencies (see attached list Appendix A)• CSCS or equivalent certification	<ul style="list-style-type: none">• 10 years post qualification experience• Experience in responsive repairs maintenance• Technical qualification, eg CORGI, HETAS etc.• Supervisory experience• Other trade qualifications
Knowledge and Expertise:	<ul style="list-style-type: none">• All trade defect diagnosis• Building regulations	<ul style="list-style-type: none">• Experience of social housing property repairs
Skills:	<ul style="list-style-type: none">• Able to communicate clearly• Able to apply numerical calculations• People management• Production of no defect work	<ul style="list-style-type: none">• Familiar with new related technology and hand held computers
Personal Attributes:	<ul style="list-style-type: none">• Confident and self motivated• Able to work as part of a team• Diligent• Willing to learn and develop• To show and use initiative to solve problems• Commitment to Customer care• Ability to work within set targets• Committed to equality of opportunity and understanding of diversity issues	<ul style="list-style-type: none">• Proactive approach to work• Diplomacy / ability to deal with conflict• Accept responsibility
Special Requirements:	<ul style="list-style-type: none">• Full driving licence• Fit and Healthy	

Appendix A Multi-trade Carpenters skills and qualifications requirements.

Advanced skill / knowledge

- City and Guilds Advanced Craft indentured apprenticeship / NVQ Level 3
- CSCS certified
- Constructing cut roofs.
- Competent and safe use of all joinery machinery contained in the workshop. Machining and copying existing mouldings, gauging timber etc.
- Installing bulkheads and racking for vehicles.
- Historic building renovation.
- Renewing and repairing sash windows, eg renewing sash weights, scarfing mouldings.
- Furniture manufacturing.
- Reading and understanding working Engineering and schematic drawings
- Design and redesign on site of kitchen layouts.
- Diagnosing damp problems and causation. Offering advice to Tenants and technical staff.

Multi-skill / knowledge

- Whole room tiling. Setting out and tiling around fittings.
- Garage door fault diagnosis and rectification. Part ordering where necessary.
- Replacement garage door installation to manufacturers instructions.
- Draining, isolating and stripping plumbing systems.
- Basic plumbing installations , eg kitchen sinks.
- Earth bonding associated with plumbing installations.
- Emergency out of hours service:
 - Fault diagnosis for all trades
 - Council representation
 - Unsocial hours response
 - Lone worker situations
- Full floor setting out and tiling – vinyl and quarry tiles.
- Gutter repair and replacement.
- Chimney capping and roofing works associated.
- Roofing repairs and renewals.
- PVCu windows diagnostics, measuring, materials ordering and repair.
- Knowledge of regulations, eg building regulations, fire regulations that effect decision making and work on site for all trades.eg, water byelaws, earth bonding.
- Basic electrics. Isolating and removing appliances, temporary removal and refitting of pattresses, light fittings etc.
- Construction of falling floor showers.
- Construct block / brickwork up to 2m2.
- Patch and repair plastering up to 2m2
- Unblock wc, drain clearance and fault diagnosis.

- Decoration works following repairs

Appendix A Multi-trade Masons and qualifications requirements.

Advanced skill / knowledge

- City and Guilds Advanced Craft indentured apprenticeship / NVQ Level 3
- CSCS certified
- HETAS qualification and understanding solid fuel appliance maintenance and installation
- Understanding drainage engineering and laying to line and level
- Whole roof tile and slate renewal including felting
- Leadwork associated with roofing works
- Highways associated works
- Competent and safe use of all plant associated with groundworks and above ground masonry works.
- Use of jetting equipment
- Historic building renovation
- Reading and understanding working Engineering and schematic drawings
- Diagnosing damp problems and causation. Offering advice to Tenants and technical staff.

Multi-skill / knowledge

- Kitchen fitting
- Basic carpentry skills, eg Boarding up windows, hanging doors, floorboard replacement, lock changes
- Draining, isolating and stripping plumbing systems.
- Basic plumbing installations , eg kitchen sinks.
- Earth bonding associated with plumbing installations.
- Emergency out of hours service:
 - Fault diagnosis for all trades
 - Council representation
 - Unsocial hours response
 - Lone worker situations
- Gutter repair and replacement.
- PVCu windows diagnostics, measuring, materials ordering and repair.
- Knowledge of regulations, eg building regulations, fire regulations that effect decision making and work on site for all trades.eg, water byelaws, earth bonding.
- Basic electrics. Isolating and removing appliances, temporary removal and refitting of pattresses, light fittings etc.
- Decoration works following repairs

Appendix A Multi-trade Plumbers skills and qualifications requirements.

Advanced skill / knowledge

- City and Guilds Advanced Craft indentured apprenticeship /NVQ Level 3
- CORGI registered
- WIAPS qualification
- HETAS qualification and understanding solid fuel appliance maintenance and installation
- CSCS affiliation certified
- Leadworking
- Mechanical and electrical installation maintenance
- Heating system specification and engineering
- Historic building renovation.
- Reading and understanding working Engineering and schematic drawings
- Diagnosing damp problems and causation. Offering advice to Tenants and technical staff.

Multi-skill / knowledge

- Whole room tiling. Setting out and tiling around fittings.
- Construct block / brickwork up to 2m².
- Patch and repair plastering up to 2m²
- Full floor setting out and tiling – vinyl and quarry tiles.
- Drainage clearance, repair and fault diagnosis.
- Basic carpentry skills, eg Boarding up windows, hanging doors, floorboard replacement, lock changes
- Design and redesign on site of kitchen layouts.
- Kitchen fitting.
- Earth bonding associated with plumbing installations.
- Emergency out of hours service:
 - Fault diagnosis for all trades
 - Council representation
 - Unsocial hours response
 - Lone worker situations
- Gutter repair and replacement.
- Knowledge of regulations, eg building regulations, fire regulations that effect decision making and work on site for all trades.
- Basic electrics. Isolating and removing appliances, temporary removal and refitting of pattresses, light fittings etc.
- Decoration works following repairs

Appendix A Multi-trade Electricians skills and qualifications requirements.

Advanced skill / knowledge

- City and Guilds Advanced Craft indentured apprenticeship / NVQ Level 3
- City and Guilds 2391 and 2381 qualified
- NICEIC approved electrician
- ECS certified
- HETAS awareness qualification and solid fuel controls installation and maintenance
- Mechanical and electrical installation maintenance
- Heating system specification and engineering
- Historic building renovation.
- Reading and understanding working Engineering and schematic drawings
- Diagnosing damp problems and causation. Offering advice to Tenants and technical staff.

Multi-skill / knowledge

- Whole room tiling. Setting out and tiling around fittings.
- Construct brick/blockwork to make good up to 1m²
- Patch and repair plastering up to 1m²
- Patching floor tiling – vinyl and quarry tiles.
- Drainage clearance, repair and fault diagnosis.
- Basic carpentry skills, eg Boarding up windows, hanging doors, floorboard replacement, lock changes
- Basic plumbing installations, eg kitchen sinks
- Draining, isolating and stripping plumbing systems.
- Minor kitchen fitting.
- Emergency out of hours service:
 - Fault diagnosis for all trades
 - Council representation
 - Unsocial hours response
 - Lone worker situations
- Gutter repair and replacement.
- Knowledge of regulations, eg building regulations, fire regulations that effect decision making and work on site for all trades.
- Decoration works following repairs
- Unblock wc, drain clearance and fault diagnosis.