2021 VAC 221

**Job Description**

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| **Job title** | Maintenance Operative (Technical) |
| **Grade** | 6 |
| **Service/Team** | Building Services |
| **Main purpose of job *(i.e why is post required?)*** | * To carry out all types of repairs and maintenance activities across a range of clients in the commercial and domestic market, including minor works projects to the required technical and quality standards in an efficient and cost-effective manner. * Ensure compliance with Health & Safety rules, regulations and legislation both on an individual and collective basis. |
| **Key responsibilities *(i.e what does the post broadly do to achieve its purpose?)*** | * To carry out all installation, maintenance and repair work in a specified trade area and basic tasks across a range of technical disciplines. * To carry out works to the required technical and quality standard in an efficient and cost- effective manner ensuring compliance with all health and safety rules, regulations and legislation both on an individual and collective basis. Other duties commensurate with the grade of the post as may be assigned by the Principal Officer. |
| **Key tasks *(i.e the specific duties that are required to achieve responsibilities)*** | * Build and maintain effective working relationships with customers, suppliers, Council officers and other trade persons. * Liaising with customers to assess their requirement and future needs, including identifying plant and material requirements to provide efficient delivery on site. * Completion of all related paperwork/documentation i.e. time and productivity sheets, fault reports, daily vehicle checks, pre work assessments, works orders and material purchase orders etc to the correct standards. * Plan and organise by liaising with officer’s, operatives and customers to identify any potential issues and ensure task and workloads are managed appropriately. * Working at different establishments * Give and receive end user instructions and advice relating to all works undertaken. * Plan and organise by liaising with officer’s, operatives and customers to identify any potential issues and ensure task and workloads are managed appropriately. * Ensure works are carried out in accordance with council policies and in an efficient and timely manner in accordance with the relevant codes of practice, specifications and manufacturers information. * Analyse and interpret information, such as the understanding of technical drawings and work specifications in order to identify and assess problems and develop solutions. * To resolve problems as and when they arise and where necessary to recognise and escalate problems/report any potential issues to supervising officers where required. * Ensure all work is carried out in line with trade training, specifications and manufacturing information by carrying out work in a safe and timely manner, including those relating to health and safety, such as COSHH, manual handling, asbestos and work at height. * Ensure externally set performance indications, productivity levels, scheme regulations and customer expectations are all met. * Deal with interruptions and conflicting demands, on a daily basis, and manage these conflicting demands to ensure service delivery is not compromised. * Develop and maintain clear working objectives with internal and external partners. * Use creative skills to develop novel, unique ideas, products, new working practices. plans and/or strategies to carry our works in a more effective manner. * Contribute to the effectiveness of improvement activity by attending all in-service training, keeping up to date with developments such as changes to technical knowledge and practices by developing additional skills, in order, to enhance service delivery to customers. * Attending and participating in the Council’s appraisal process. * Attending and participating in meetings/forum when appropriate. * Contribute to enhanced service delivery working across a range of technical trade disciplines where training and competence has been demonstrated. * Complete purchase requisitions to required authorisation levels and submit to supervising officers for instruction. * Support delivery of Building Services out of hours stand by service. * Any other duties commensurate to the grading of the post. * Ensure delivery/collection notes are passed to the supervising officers in a timely manner to assist with completion of the recharging process in accordance with the department’s Performance Indicators. * To undertake and training or personal development opportunity identified at a time and venue determined by the Assistant Head of Service, Building Manager and/or Head of Neighbourhoods. * To promote and champion a positive organisation- wide culture that reflects the Council’s values * To carry out duties in line with the Council’s flexitime scheme. |
| **Responsible for staff/equipment** | * A company vehicle is to be provided and maintained to a high standard, at all, times both internally and externally. * Offering support and guidance to team members when required by sharing knowledge of areas of expertise with colleagues. * Develop colleagues and apprentice’s skills, attitude and work ethics by way of coaching, monitoring and demonstrating the organisations values and behaviours * Implement and/or coordinate new technology and processes in daily activities to ensure new and improved methods of delivery and working procedures, such as the use of hand- held devices to activities on site and to deliver works. |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |