**Job Description**

***GENERAL MAINTENANCE OPERATIVE***

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| **Service:** | Facilities Management | **Team:** | Building Maintenance | |
| **Location:** | County Hall | | | |
| **Salary range:** | £25,183 - £27,269 | **Grade:** | | 5 |
| **Reports to:** | Operational Maintenance Manager | **Staff responsible for:** | | None |

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| **Job Purpose** |
| To provide general building maintenance at a range of County Council premises across Lancashire to ensure that they are kept safe, secure and in good condition. |
| **Accountabilities/Responsibilities** |
| * Carry out a variety of planned and reactive building maintenance tasks, which will be varied in nature and will include general building, joinery, tiling, painting, paving and external works, drainage works and plumbing. * Carry out planned preventative building maintenance in line with set programmes. * Undertake general facilities support tasks, including furniture building and furniture removals, grounds and site clearance and keeping areas clean and tidy generally. * Work individually or as part of a team to complete repair and maintenance tasks. * Manage and prioritise own workload to complete repairs in a timely manner and in accordance with KPI/SLA timescales. * Use relevant IT systems to record all work undertaken and related expenditure. * Undertake regular safety checks on vehicles used for work purposes as required by Council policies and procedures to ensure that vehicles are safe. Maintain vehicle records as required and keep vehicles in a clean and tidy order, ensuring that vehicles are secure and correctly parked when not in use. * Adhere to Council health and safety policy and procedures, identify hazards, and undertake point of work risk assessments as required. * Communicate effectively with building occupiers to minimise inconvenience when planning and undertaking building maintenance. * Carry out such other duties as required or delegated by the Maintenance Team Leader or Operational Maintenance Manager, including undertaking tasks performed by lower grades. |
| **Other** |
| * **Equal Opportunities**   We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.   * **Health and safety**   All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.   * **Customer Focused**   We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:**   * **Supportive**   We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.   * **Innovative**   We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.   * **Respectful**   We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.   * **Collaborative**   We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

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All the following requirements are **essential** unless marked with an \*, which are desirable.

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| * City and Guilds craft certificate in a construction trade, or a Level 2 NVQ Diploma in a relevant trade or in multi-trade building maintenance operations * City & Guilds advanced craft certificate in a construction trade, or a Level 3 NVQ Diploma in a relevant trade or in multi-trade building maintenance operations\* * Multi-Trade skills qualification(s) or similar certificates of competence\* * Full UK Driving Licence |
| **Experience** |
| * Minimum of 3 years' experience in a building trade role or property maintenance role |
| * Broad experience of completing builder's work and multi-skilled building maintenance tasks (e.g. brickwork, joinery, plaster and tiling repairs, painting, flooring repairs, and basic drainage and plumbing alterations). |
| **Essential knowledge, skills & abilities** |
| * Good standard of literacy and numeracy. |
| * Effective communication skills with the ability to provide clear verbal and written information relative to building maintenance activities. |
| * Sound knowledge of Health & Safety requirements, practices, and processes, including an ability to identify, assess and document hazards and risks within the workplace. |
| * Good time management with proven ability to meet deadlines and prioritise work as necessary to deal with multiple and competing demands on a regular basis. |
| * Excellent interpersonal skills for dealing with staff and customers at all levels. |
| * IT competent. |
| * Strong collaborative approach and team ethic. |
| **Other essential requirements** |
| * Pre-employment Disclosure and Barring Service (DBS) background check. |
| * Commitment to health and safety. |
| * Commitment to equality and diversity. |
| * Display the LCC values and behaviours at all times and actively promote them in others. |