

JOB PROFILE

POST TITLE:	Estates Technician
GRADE:	G
DEPARTMENT:	Office of the Police and Crime Commissioner
RESPONSIBLE TO:	Facilities Manager
RESPONSIBLE FOR:	Contractors Consultants
LOCATION:	Hindlip Hall, Worcester
JOB PURPOSE:	To implement repairs and maintenance works for Hindlip HQ. To manage minor works, refurbishments, improvements, reactive, planned maintenance and Asbestos Management to uphold the condition of the property. To carry out planned and unplanned maintenance and electrical installations / repair work and respond to emergency repair requirements. To supervise contractors, provide access where required and manage quality of completed work, where required.

MAIN RESPONSIBILITIES:
1. To contribute to the provision of a comprehensive repairs and maintenance service within Hindlip HQ, providing support to Facilities Manager and to the Property Management Team.
2. To assist the Facilities Manager in the programming and delivery of both reactive and planned maintenance.
3. To work unsupervised carrying out aspects of building and building-related work, which may require statutory licensing or certification.
4. To investigate reports received from Facilities or Customer support team, of building faults and failures inspect as appropriate and arrange for rectification by approved competent contractors.
5. To respond to emergency callouts to repair or organise further work to rectify faults, as and when they occur.
6. To carry out PAT testing on portable equipment in accordance with the EAWR 1989 and the safety requirements, as set down in the IEE codes of practice and to record the findings on the department's database.
7. To undertake some electrical installations and minor works.

8. To carry out planned preventative maintenance work in response to annual surveys and premises action plans and to contribute to the preparation of annual surveys and premises action plans, working as part of a team.
9. To provide information for the Facilities CAFM system so that accurate records and system details are maintained.
10. To monitor and supervise work carried out by suppliers and contractors, including managing permit to work schemes where required.
11. To be involved in Facilities team meetings and discussions.
12. To liaise and communicate in a positive manner with Property Management Team and internal staff so that work is completed in the most efficient way.
13. To comply with statutory regulations and relevant Health and Safety policies at all times so that a strong safety culture is maintained.
14. To undertake statutory inspections to ensure buildings comply with all relevant legislation and health and safety requirements.
15. To undertake both structural and condition surveys and prepare reports and schedules of condition to inform the planned maintenance programme, including annual property inspections.
16. To implement works as directed by the Facilities Manager to contribute to the introduction of energy saving initiatives and promote works to achieve increased efficiency and reduce costs, undertake feasibility studies, related survey work and reports for consideration in conjunction with the Energy and Sustainability Plan.
17. To undertake dilapidations inspections working with the Estates Surveyor dealing with any consequential claims through a reporting process. Inform and provide professional advice to assist in assessment of service level agreements with partnership agencies.
18. To assist with programme of property portfolio improvement as directed undertaking liaising, coordinating activities for the purposes of tendering works and subsequent management of all aspects of resultant contracts.
19. To undertake the management and supervision of all asbestos removal works, maintenance, consultants and management survey re-inspections to an agreed programme, and any ad-hoc asbestos inspections outside the agreed programme in conjunction with policy and current regulations as directed.
20. To ensure that all data including building operational and maintenance manuals, and the Asbestos registers remain in a suitable and sufficient state, being fully compliant of all relevant legislation, updating the data base efficiently.
21. To act as the local point of contact / liaison for external suppliers, and consultants, in conjunction with the facilities team, monitor the on-site activities of contractors/ suppliers and report on inappropriate Health & Safety and Security arrangements.

22. To maintain customer contact including providing a point of contact for business continuity issues affecting critical operational facilities.
23. To provide weekly, monthly/quarterly reports on the services offered and include performance against KPI's and SLA's, as and when required, to undertake audits, dip sampling and provide feedback reports as required of building functions and contractor performance.
24. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required. There may be a requirement to support other site repairs and maintenance activities as directed.

SUPERVISORY/MANAGEMENT RESPONSIBILITIES:	
• To lead a team, managing their welfare and development and ensuring high levels of motivation.	
• To monitor and manage the performance of the team, identify and address issues and improve team/individual performance, ensuring adherence to professional standards.	
• To assess individual capabilities and development needs and agree appropriate development plans to enable high performance and potential progression.	
• To co-ordinate the work of the team, directing activities, monitoring progress and managing competing demands and priorities to ensure the best use of available resources.	
• To supervise and monitor the handling of information and record keeping, ensuring alignment with legislation, policies and guidance.	
• To monitor and report on team expenditure to ensure the efficient use of available budgets and maximise value for money.	
• To evaluate the effectiveness of existing processes and practices within own area of work in order to identify and implement opportunities for change and innovation and enable continuous improvement.	
Special Conditions:	None
Security level:	Standard Recruitment Vetting

BEHAVIOURS: SUPERVISOR/MANAGER
<p>All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).</p> <p>The CVF has six competencies that are clustered into three groups:</p>

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency there are three levels that show what the behaviours will look like in practice.

This role requires the post holder to be operating at or working towards **Level 2** of the CVF.

PERSON SPECIFICATION:

Knowledge:

- Level 6 Degree in Building Surveying discipline or equivalent.
- Member of Royal Institute of Chartered Surveyors (MRICS) or Member of Chartered Institute of Building (MCIOB).
- Current, recognized electrician qualifications covering industrial, commercial and domestic requirements.
- A suitable qualification / accreditation and / or experience relating to relevant elements of the construction industry.
- Knowledge of personal safety and the practical application of safe systems of work relating to mechanical systems in sometimes restricted areas of a building.
- A good knowledge of current building practices and statutory requirements.
- Asbestos Management qualification (P402 or P405).
- NEBOSH General Certificate.
- Proven ability to demonstrate understanding of Health & Safety legislation and requirements.

Experience:

- Experience of working within a controlled construction environment, i.e. following a permit to work system, or for example within the remit of construction industry legislation such as CDM.
- Proven experience of asbestos management, removal, encapsulation and handling.
- Proven experience in the delivery of building management across a multi-site environment in a customer service environment.
- Ability to manage the annual building maintenance programme including preparation of tender documents and contract administration.

- Proven ability to prioritise and manage time effectively and be able to work unsupervised.
- Supervising of contractors.

Key Skills:

- Excellent technical skills relating to the building industry.
- Good communication, interpersonal skills and negotiation skills.
- An ability to work as part of a team.
- Be willing to work outside normal office hours, providing reactive maintenance cover as required.
- Be able to undertake the physical elements of the role, within an appropriate safe system of working.
- Be prepared to undertake further training as required.
- Smart, professional business like appearance.
- ICT competent in the use of Microsoft applications and Computer Aided Design.
- Proven communication skills both written and oral and strong interpersonal skills. i.e. chair meetings, presentation skills.
- Self-motivated with the ability to prioritise workload.
- Able to exercise discretion and professional judgement to intervene where activities of Contractors are considered to be posing a potential Health and Safety risk or is in breach of Legislation or initiate and /or co-ordinate appropriate action in response to significant breaches of health and safety.