

 <p><b>HR Services</b> putting people first</p>	<p><b>HUMBERSIDE POLICE</b> <b>Role Requirement</b></p>	<p><b>POA:</b> 023 Organisational Support</p>
<p><b>Position Title:</b> Facilities Maintenance Technician</p>	<p><b>Grade:</b> Scale 3</p>	<p><b>Post No:</b> HP-ENS50393 &amp; HP-ENS50394</p>
<p><b>Overall Purpose of the role:</b> To provide a facilities maintenance/handyperson function to service premises.</p>		
<p><b>Specific Roles/Tasks</b></p>		
<p>Undertakes general building maintenance work as directed by the Joint Estates Service.</p> <p>Drive and maintain service vehicles in accordance with Service Orders.</p> <p>Maintain tools and equipment to standards satisfying P.U.W.E.R Regulations and Health and Safety at Work Act.</p> <p>Assisting the Joint Estates Service in controlling maintenance regimes at all premises.</p> <p>Undertakes work as necessary in the repair and maintenance of service property including but not limited to:</p> <ul style="list-style-type: none"> <li>• Touching up paint work and patching areas of plaster work</li> <li>• Maintaining lighting conductors, windows and other building facilities ensuring serviceability</li> <li>• Replacing door handles or 'kicker strips' on doors</li> <li>• Repairing, replacing and cleaning carpet tiles/ ceiling tiles</li> <li>• Constructing furniture/ kitchen units etc</li> <li>• Ablution repairs – replacing soap, towel, toilet roll dispensers</li> <li>• Replacing silicone seals around sinks, WC's.</li> <li>• Fitting kitchens, workstations, bespoke joinery, plumbing or electrical works in order to maintain efficient service delivery.</li> <li>• Servicing of non-essential engineering infrastructure</li> </ul> <p>Ensuing that all work is performed in accordance with the requirements of Health and Safety and/or other relevant legislation and any HFRS Codes of Practice.</p> <p>Ensuing that all necessary paperwork, including timesheets, estimating, procurement statements and receipts are completed and returned in a timely manner.</p> <p>To act at all times as a representative of the Joint Estate Services and ensure that the customer relationships are maintained as a priority. Ensuring customer satisfaction.</p> <p>To report customers comments for improvement to the Facilities Manager.</p> <p>To adhere to existing working practices, methods, procedures. Undertake relevant training and development activities and to respond positively to new and alternate systems.</p>		

Work with information technology and associated systems in accordance with HFRS Policies. Accessing authorised contractors list and ordering supply's/replacement items on line.

Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Safely construct and use the working at height tower when required to enable jobs at height to be undertaken effectively.

Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

**Responsibility**

Post holder needs to have knowledge of health and safety, Plumbing / Joinery / Electrical knowledge to the latest legislation and be able to risk assess the works to be carried out and source the most appropriate cost effective response to the problem identified. This may involve manual handling, creating a bespoke solution to the identified problem and where required raising any project that is out of scope to the Premises Maintenance Supervisor to bring in appropriate resources to resolve the issue.

The post holder is the initial solution source of the referral point for solution for identification and resolution of larger problems that are out of their initial solution scope.

Responsible for using the NDM and THRIVE model in all actions undertaken.

As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times.  
 You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing.  
 You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control.  
 You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected.

**Decision Making**

Post holder will be responsible for initial assessment of the problem, identifying solution and obtaining parts and materials in order to complete the required works. They will be working autonomously although some work will need to be QA'd by a service engineer in order to comply with relevant legislation / insurance.

**Additional Information**

Occasional climbing of ladders and heavy lifting of materials.

Work maybe both internal and external and may include working in inclement weather, noisy / dirty conditions.

The post holder is required to comply with the relevant legislation and policies and procedures of Humberside Fire Authority in the performance of his/ her duties. Examples include acting in compliance with the provisions of equal opportunities, data protection and health and safety legislation, policies and procedures so far as they relates to the post and the post holder.

**Reports To:**

Premises Maintenance Supervisor

**Direct reports:**

None

**Prepared by:- Martin Knapp**  
**Date:- 12/12/2017**

**Confirmed by:- Tammy Bullivant**  
**Date:- 15/01/2018**

**Received by:- Workforce Planning Dept**  
**13/02/2018**  
**Updated/Amended:-**  
**Date:- 08/03/2018**

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**Person Specification**

		<b>Scale 3</b>
<b>Attainments/ Knowledge</b>	<b>Essential</b>	Full Driving Licence (Minimum C1). Overall general knowledge of building/ maintenance work including joinery, plumbing, building and painting. Candidate will have a detailed knowledge of Safe Systems of Work, COSHH, Health and Safety awareness, P.U.W.E.R ensuring that all works are carried out in a safe proper manner. Numerate and literate and communication skills of a level to enable the main tasks in key areas to be undertaken effectively.
	<b>Desirable</b>	Qualified Plumber / Electrician / Joiner or equivalent time served experience.
<b>Experience</b>	<b>Essential</b>	NVQ/ Equivalent/Time Served Qualified in an artisan trade such as Plumbing/ Electrician/ Plastering/ Joinery. Candidate must have previous Multi-Skilled experience, who is a decision maker and can think on their feet spotting small issues and rectifying them before they manifest into major repairs.
	<b>Desirable</b>	Qualified / Experienced in more than 1 relevant trade
<b>Skills/ Specialisms</b>	<b>Essential</b>	Uses technical knowledge to advise and determine cost effective solutions to the facilities Co-Ordinator to aid the decision making process. Examining property to identify methods of effecting repairs. (When visiting any HFRS properties you are responsible for identifying, reporting and making any immediate repairs preventing the issue from escalating until an effective repair is carried out.) Locating new supply sources for materials to effect minor premise repairs. Carry out spot checks on contractor works ensuring all outsourced works are completed to a suitable standard and at a cost effective price.
	<b>Desirable</b>	
<b>Decision Making/ Problem Solving/ Planning</b>	<b>Essential</b>	In the type of repair to be undertaken, consideration to cost, users and longevity are to be taken into consideration when carrying out repairs. Gives advice/recommendations for future works to Line Manager. Determining when to effect a repair reconditioned and replacement.
	<b>Desirable</b>	
<b>Practical Effectiveness</b>	<b>Essential</b>	Daily contact (in person or remotely) with facilities Co-ordinator for the setting of work programmes. Deal with suppliers in obtaining materials and equipment necessary to undertake given tasks, this is to be reviewed on a 6 monthly basis ensuring that the most cost effective materials are being used. Supporting other Service personnel when effecting repairs/ undertaking maintenance works. The maintenance and use of Service vehicles in a clean and tidy condition including daily checks for oil. Petrol, water etc. Ensuring tools kept in good order/secure. Responsible for the safekeeping, use and maintenance if small tools and equipment.
	<b>Desirable</b>	Ability to be able to effect larger repairs / maintenance work as and when required working as a team with other trades to effect the repair / maintenance.

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<b>Citizen Focus</b>	A citizen focussed culture exists when every member of staff considers the impact that their actions have on the people they serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey to both internal and external clients a customer focussed service based on fairness and quality and ensure they fully understand and represent the Force's values and principles at all times.
<b>Respect for Race &amp; Diversity</b>	Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.

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