



Job Description

Post Title:	Facilities Technician
Service:	Facilities Management
Grade:	C/D
Responsible To:	Compliance & Facilities Manager

Job Summary: As part of a team the Facilities Technician (FTec) runs the daily operation of the Town Hall to all building users, as well as undertaking statutory compliance audits and performing an in-house maintenance, repair and handyman service across Tunbridge Wells Borough Councils (TWBC) operational buildings. This role also provides an administrative function by organising the delivery of reactive repairs and servicing by maintenance contractors.

Main Activities:

1. To manage the day-to-day operation of the Town Hall building including
 - fire and security management
 - Compliance management
 - opening and closing procedures
 - health and safety checks
 - maintenance and service contractor access and supervision
 - meeting room management
 - flag flying
 - evening meeting support
2. To provide a wide range of services to the users of the Town Hall including
 - portage and furniture moving
 - meeting room and communal drinks provision
 - audio visual equipment set up
 - postal and parcel duties
 - reception cover
 - waste disposal
 - concierge assistance
3. To perform maintenance, repair and handyman duties to all TWBC operational buildings as required achieving a cost saving by reducing the use of maintenance contractors, including vital support to temporary accommodation units.
4. When deemed trained and competent by the Compliance & Facilities Manager - to be on standby out of hours on a rotational basis and to be a nominated key holder for multiple sites. To attend call outs for those sites for alarm activations, responsive repairs, and to support Council requirements such as business continuity and emergency planning.
5. To be on standby to also provide support to the Building Control department by delivering (via trailer), erecting and dismantling Heras fencing where required across the borough of Tunbridge Wells.
6. To operate the digital reactive repair helpdesk, collating work for Facilities Technicians and issuing work instruction to maintenance contractors. Including liaising with colleagues in the Property Services and Estates department as required.

7. To carry out monthly health and safety audits of the Public Toilets, including assessing safety standards and prioritising remedial actions to minimise risk. To also monitor the cleaning contractor performance in these locations on behalf of the Compliance and Facilities Manager.
8. To be responsible for the management of confidential waste paper and compliance with data protection. Including fulfilling documentation, transporting the paper via a large vehicle, the operation of an industrial paper shredder and organising the collection of the end product by a paper recycling contractor.
9. To work to the rotational shift pattern as rostered, including early mornings and late evenings. To be flexible and cover colleagues in their absence to meet operational needs as required.
10. To undertake and record weekly, monthly and quarterly health and safety checks within the Operational Buildings and to Facilities equipment. To support other operational sites as required with fire alarm testing and drills, water purging and security inspections.
11. To be responsible for co-ordinating evacuations and lockdowns of the Town Hall in the absence of the Compliance and Facilities Manager. Including assisting with and maintaining records of evacuations and drills.
12. To be responsible for maintaining the security of the Town Hall, including enforcing procedures and challenging persons, behaviours and activities which compromise it in a pro-active manner.
13. To ensure effective contractor management on the Town Hall site by monitoring and checking contractors work and ensuring health and safety practices are complied to. Being responsible for stopping the works in the event of unsafe contractor working or conditions.
14. To work with all other members of the team to organise and manage workloads effectively, ensuring that all of the teams operating standards, objectives and procedures are adhered to at all times.
15. To assist in the collection, saving, distributing and maintaining of files on TWBC property assets including compliance certification such as legionella, gas and electrical safety.
16. To be aware of and exercise personal and corporate responsibilities under the Health and Safety at Work Act and other related matters.
17. To carry out any other duties as required by the Compliance & Facilities Manager to deliver the wider Facilities Management service to TWBC and within the skills of the post holder.

NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change and any changes will be made in consultation with the post holder.

PERSON SPECIFICATION

Attributes:		Essential/ Desirable
Education & Training	<ul style="list-style-type: none"> ➤ Educated to GCSE or equivalent standard with GCSEs in Maths and English ➤ NVQ Qualification and or experienced in plumbing, decorating, carpentry and electrical repairs ➤ Full drivers' licence with use of own vehicle ➤ Level 2 – Award in Health and Safety in the Workplace ➤ Legionella Risk Training ➤ COSSH Risk Assessments and COSSH Method Statements Awareness ➤ HAVs – Hand and Air Vibration Training ➤ PUWER – Power Tool/Electrical Hand Tool Training ➤ Asbestos Awareness Training ➤ Air Conditional Awareness Training ➤ Hazardous Waste Training ➤ Control of Water Training 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Experience	<ul style="list-style-type: none"> ➤ Significant knowledge and experience of working within a facilities team of a public sector organisation. ➤ Experienced in Computer Aided Facilities Management or Property Asset Management helpdesk software 	<p>Essential</p> <p>Desirable</p>
Skills & Abilities	<ul style="list-style-type: none"> ➤ Good communication and interpersonal skills with a flexible approach to delivering key objectives and corporate priorities. ➤ Proven ability to work accurately under pressure, ensuring attention to detail ➤ Excellent Customer Service skills ➤ Excellent telephone/face to face manner ➤ Demonstrable interpersonal skills to promote good relationships within and outside the section 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Knowledge	<ul style="list-style-type: none"> ➤ Knowledge of the undertaking statutory compliance checks ➤ Knowledge of construction related legislation, standards and codes of practice and a knowledge of sustainable methods of infrastructure. 	<p>Desirable</p> <p>Desirable</p>
Personal Attributes	<ul style="list-style-type: none"> ➤ Willingness to work unsociable hours ➤ Demonstrable ability to work on own initiative, prioritise own workload and work to a high degree of accuracy ➤ Must be literate, numerate, well organised, flexible and self-motivated ➤ Proactive with commitment to high standards of service delivery ➤ The ability & confidence to escalate any emergency to higher authority to mitigate any financial, resources loss and to protect TWBC Members & officers. ➤ Remain calm under pressure when resolving customer queries and meeting tight deadlines 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>