# Job Profile comprising Job Description and Person Specification

**Job Description**

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| **Job Title:**  FM Building Fabric Engineer | **Grade**: SO1 |
| **Section:**  Property Services -FM Technical Services | **Directorate:**  **Housing & Regeneration** |
| **Responsible to following manager:**  FM Maintenance Officer Fabric | **Responsible for following staff:**  FM Apprentices\* |
| **Post Number/s:** | **Last review date: April 2023** |
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**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

## Job Purpose

To support the FM Technical Services function in the delivery of statutory compliant building services to all SSA properties in Wandsworth and Richmond.

Responsible for carrying out non-specialist planned preventative maintenance, reactive maintenance, and minor installation works on building fabric.

## Specific Duties and Responsibilities

1. Proactively fault find and repair to building fabric defects including but not limited to decorating, carpentry, tiling, flooring, re-lamping, furniture repairs
2. Participate within an out of normal working hours emergency call out rota and be flexible outside of core working hours. May be required to work as part of a shift-rota.
3. Provide a mobile response service responsible for diagnosis and first fix repair to all building fabric defects including but not limited to plumbing, re-lamping, furniture and fitting defects, minor redecoration and lock repairs.
4. Responsible for accurate estimating of time and materials required to effectively complete building fabric repairs to a high standard of workmanship and achieve a >98% first fix ratio.
5. Responsible for making building defects safe and secure and escalating any tasks requiring second line support via the FM Helpdesk.
6. Supports the FM Technical Services performance KPIs including Time To Respond (TTR) and Time To Complete (TTC).
7. Responsible to the safe and secure upkeep of tools and materials required to support the effective delivery of a safe, high quality building fabric repair service.
8. Support the FM Technical Services Team in the delivery of minor works and projects as required.
9. Maintain effective working relationships with colleagues, customers and work as part of a Team
10. Continually demonstrate an understanding and commitment to customer care, innovation and continuous improvement. Provision of high standards of customer service
11. Ensure clear communication with customers, line management and Team administration support staff.
12. Comply with Council health and safety rules and maintain a high standard of discipline
13. Support the FM Maintenance Officers with any other duties as required and commensurate with the role.

## Generic Duties and Responsibilities

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children,

young people and adults as they apply to the role within the council.

* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

## Additional Information

To work within finance and procurement guidelines. Maintain accurate stock lists and inventories of materials and equipment.

The work of the FM Technical Services Team may also involve lone working when visiting buildings that are unoccupied. The work requires a reactive and pragmatic approach which may result in the need for working at height, working in confined spaces, or manual handling.

## Manages:

\*Occasional management and mentoring of FM Apprentices.

Official

 

## Diagram Description automatically generatedTeam Structure

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# Person Specification

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## Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Requirements** | **Assessed by A & I/ T/ C** |
| **Knowledge** | |
| Thorough knowledge of building fabric and H & S legislation including CDM | A & I |
| Extensive knowledge of the Council’s properties, their location and  the building fabric assets and materials at each site. | A & I |
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| Working with integrated FM contractors and supply chain partner contact details to escalate Tasks for support when necessary | A & I |
| **Experience** | |
| Extensive experience of delivering building fabric maintenance and repairs | A & I |
| Delivering building fabric maintenance and repairs to a high standard of quality and workmanship | A & I |

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| Working with skilled trades, contractors and supply chain partners | A & I |
| Cultivating positive relationships with customers and stakeholders |  |
| **Skills** | |
| Excellent building fabric repair / handyperson skills | A & I |
| Ability to use tools and equipment safely and effectively | A & I |
| Ability to understand and use IT systems and hardware including Concerto CAFM system and handheld mobile PDAs |  |
| Proactive, flexible self-starter with good organisational skills for devising pragmatic solutions to operational problems | A & I |
| Good verbal and written skills | A & I |
| Ability to organise and prioritise own workload and meet tight deadlines. | A & I |
| Working at Height/IPAF/PASMA certification |  |
| Full clean UK driving licence |  |
| Enhanced DBS certificate |  |
| **Qualifications** | |
| Trade qualifications in relevant discipline  Member of professional trade body, e.g. Guild of Master Craftsmen, BWF, IOC, RICS, etc.  IOSH Managing Safely or equivalent | A & I |

## A = Application form, I = Interview, T = Test, C = Certificate