

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Workplace Technician	Grade: Scale 6
Section: Property Services – Facilities Management - Hard Services	Directorate: Resident services
Responsible to following manager: Senior Workplace Technician	Responsible for following staff: 0
Post Number/s: 12	Last review date: April 2026

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth Better Service Partnership is to provide the highest quality of service at the lowest attainable cost for both sovereign Councils.

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.

Richmond & Wandsworth Better Service Partnership 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 Hard Services function in the delivery of compliant building services to all Wandsworth and Richmond Council’s Operational Properties.



To provide a mobile first response to non-technical Planned Maintenance and Reactive Maintenance tasks.

Specific Duties and Responsibilities

1. Supports the Senior Workplace Technician
2. Work as part of the afternoon shift rota
3. Porter duties
4. Unlocking and locking premises
5. Meeting room and hall hire set-ups
6. Reactive maintenance tasks allocated via the FM Helpdesk including low level plumbing, re-lamping, lock, and furniture repairs
7. Non-technical Planned Maintenance including water hygiene, emergency lighting and fire alarm sounder testing.
8. Providing FM support to out of hours events, weddings, functions, and Council meetings
9. Responsible for new integrated contractor and supply chain partner building inductions.
10. Managing contractors on site to ensure they are following their RAMS and adhering to site rules.
11. Reporting defects using the departments CAFM system
12. Other tasks as directed by the line manager that are commensurate with the role and within the skill set of the officer.

Generic Duties and Responsibilities

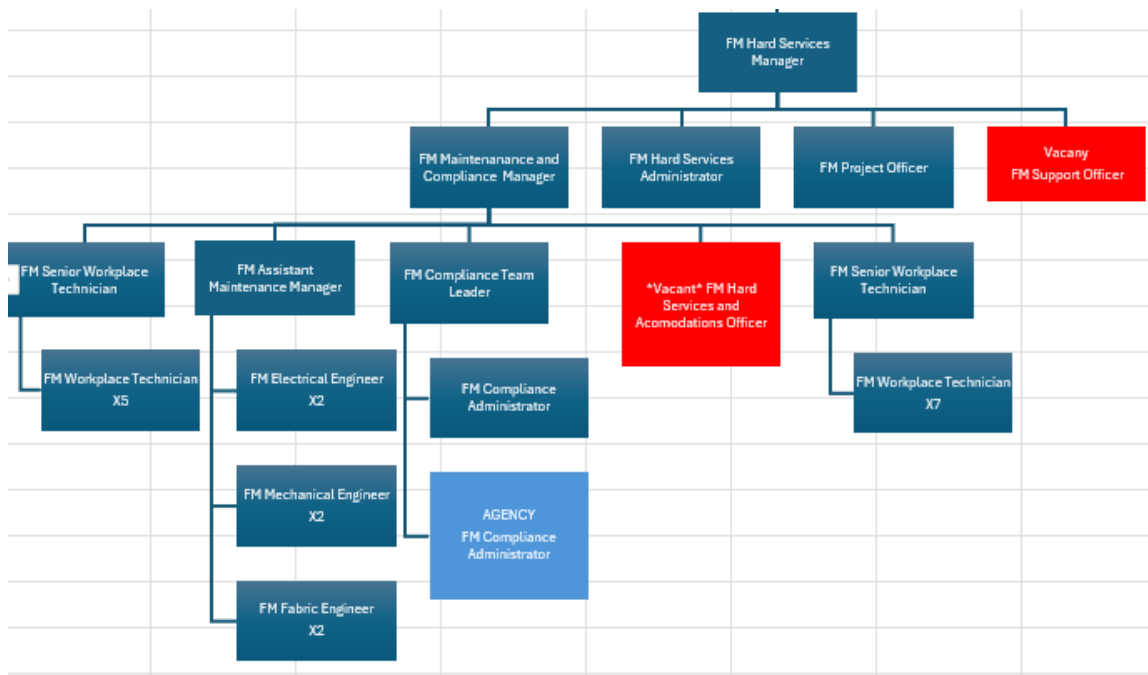
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnership
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the Better Service Partnership'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 profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

To work within allocated budgets and maintain stock lists and inventories of materials and equipment.

The work of the FM Hard Services Team will involve peripatetic working at buildings located across both Council’s boroughs. The work 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.



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
FM Building Services	E		A
knowledge of the Council's properties, site locations, customers and stakeholders.		D	I
Capita Integra financial accounting and Concerto CAFM system or equivalent		D	A
Experience			
Delivering FM Building Services	E		A
Use of CAFM systems		D	A
Working with integrated FM contractors and supply chain partners	E		A
Skills			
Excellent customer services skills	E		A & I
Proactive 'can-do' attitude	E		A & I
Ability to identify pragmatic solutions to operational problems	E		A & I
Good verbal and written skills	E		A & I
Ability to organise and prioritise own workload to meet tight deadlines.	E		A & I
Manual handling	E		I
Full, clean UK driving Licence		D	A
Qualifications			
A good standard of secondary education		D	A

A = Application form / CV I = Interview T = Test C = Certificate