

## Job Profile comprising Job Description and Person Specification

### Job Description

|  |   |
|--|---|
| <b>Job Title:</b><br>FM Workplace Technician                               | <b>Grade:</b><br>Scale 6                      |
| <b>Section:</b><br>Property Services - FM Technical Services               | <b>Directorate:</b><br>Housing & Regeneration |
| <b>Responsible to following manager:</b><br>Senior FM Workplace Technician | <b>Responsible for following staff:</b><br>0  |
| <b>Post Number/s:</b><br>12  | <b>Last review date:</b>                      |

#### 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 compliant building services to all Wandsworth and Richmond Council SSA properties.

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

#### Specific Duties and Responsibilities

1. Supports the Senior FM Workplace Technician
2. Work as part of a 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**

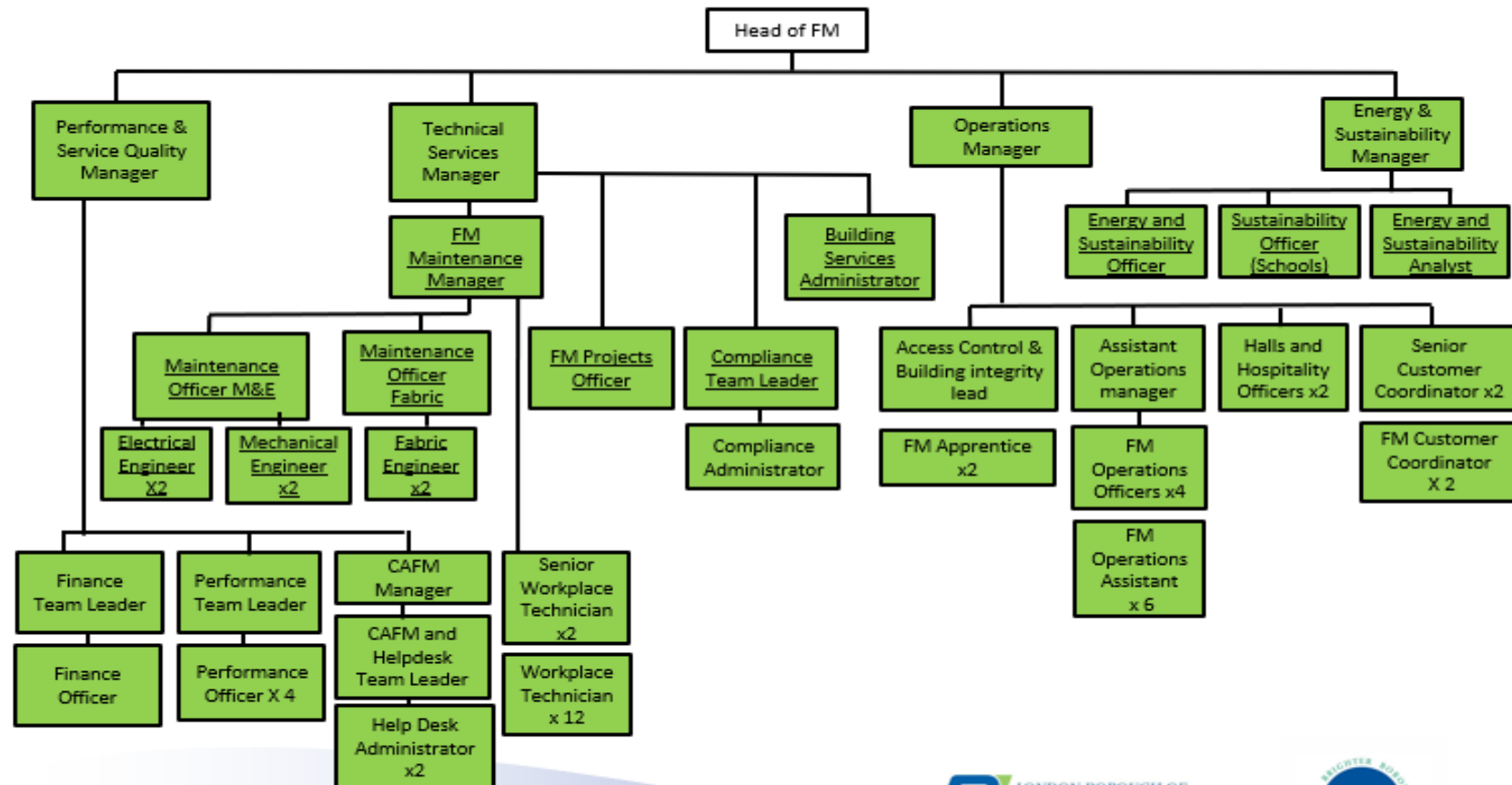
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated 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 allocated budgets and maintain stock lists and inventories of materials and equipment.

The work of the FM Technical 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.

## FM Team Structure



## Person Specification

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|--|--|
| <b>Job Title:</b><br>FM Workplace Technician                               | <b>Grade:</b>                                |
| <b>Section:</b><br>Property Services - FM Technical Services               | <b>Directorate:</b>                          |
| <b>Responsible to following manager:</b><br>Senior FM Workplace Technician | <b>Responsible for following staff:</b><br>0 |
| <b>Post Number/s:</b><br>12  | <b>Last review date: July 2022</b>           |

### 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.

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

| Requirements   | Assessed by<br>A & I/ T/ C |
|--|----------------------------|
| <b>Knowledge</b>   |                            |
| FM Building Services   | A & I                      |
| Extensive knowledge of the Council's properties, site locations, customers and stakeholders. | A & I                      |
| Capita Integra financial accounting and Concerto CAFM system                                 | A & I                      |
| <b>Experience</b>  |                            |
| Delivering FM Building Services  | A & I                      |
| Use of CAFM systems  | A & I                      |
| Working with integrated FM contractors and supply chain partners                             | A & I                      |
| <b>Skills</b>  |                            |
| Excellent customer services skills   | A & I                      |
| Proactive 'can-do' attitude  | A & I                      |
| Ability to identify pragmatic solutions to operational problems                              | A & I                      |
| Good verbal and written skills   | A & I                      |
| Ability to organise and prioritise own workload to meet tight deadlines.                     | A & I                      |
| Manual handling  | A & I                      |
| Full, clean UK driving licence   | C                          |
| Enhanced DBS certificate   | C                          |
| <b>Qualifications</b>  |                            |
| A good standard of secondary education   | C                          |
| Certificate in ACOP L8 Water Hygiene   |                            |

**A = Application form / CV**

**I = Interview**

**T = Test**

**C = Certificate**