**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

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| Job Details |
| Job Title: | Service Technician  |
| Salary Grade: | Salary: SCP 18 | Grade: 8 |
| Hours: | 37 (Permanent) Monday to Friday 0800 - 1600 |
| Team: | Hard Facilities Management (FM)  |
| Service Area: | Property Services Team – Base location County Hall, Oxford, OX1 1ND |
| Primary Location: | Oxford with travel county wide. |
| Budget responsibility: | None  |
| Responsible to: | Maintenance Supervisor |
| Responsible for: | None |
| Job PurposeThis is a brief overview of the key objectives of the job including the context within the team/department. |
| The Service Technician will be a key member of the Oxfordshire County Council's Hard FM team, responsible for maintaining and improving the fabric of OCC's buildings and facilities. This role involves performing a variety of tasks to ensure the structural integrity, safety, and aesthetic quality of the council's properties.**Key Responsibilities:*** **Maintenance and Repairs:** Conduct routine inspections and carry out maintenance and repair work on building fabric, including walls, floors, ceilings, doors, and windows. Rountine inspections will include activities such as Legionella hot and cold water checks, Pat testing, Emergency light testing etc Note: list of activities not exhaustive.
* **Refurbishment Projects:** Participate in refurbishment projects, ensuring all work is completed to a high standard and in compliance with relevant regulations and guidelines.
* **Health and Safety Compliance:** Ensure all work is performed in accordance with health and safety regulations, and that risk assessments are conducted and documented.
* **Collaboration:** Work closely with other members of the Hard FM team, including Gas engineers, Electricians, Plumbers, and HVAC technicians, to coordinate maintenance activities and projects.
* **Record Keeping:** Maintain accurate records of all maintenance and repair work, including materials used and time spent on tasks using a CAFM based APP.
* **Emergency Response:** Respond to emergency maintenance requests and perform necessary repairs to ensure the safety and functionality of OCC properties. This include carrying out duties out of hours as part of the “On call engineering rota”.
* **Quality Control:** Inspect completed work to ensure it meets OCC standards and specifications.

**Qualifications and Experience:*** **Education:** Relevant qualifications in building maintenance, construction, or a related field.
* **Experience:** Proven experience in a similar role, preferably within a facilities management or local government setting.
* **Skills:** Strong technical skills in building fabric maintenance and repair, excellent problem-solving abilities, and a keen eye for detail.
* **Certifications:** Relevant certifications in health and safety, such as IOSH or NEBOSH, are desirable.

**Personal Attributes:*** **Team Player:** Positive attitude and ability to work effectively as part of a team and communicate clearly with colleagues and stakeholders.
* **Proactive:** Self-motivated with a proactive approach to identifying and addressing maintenance issues.
* **Customer Focused:** Committed to providing high-quality service and maintaining a positive relationship with OCC staff and building users.
* **Adaptable:** Flexible and able to adapt to changing priorities and work demands.

**Benefits:*** Competitive salary and benefits package
* Opportunities for professional development and training
* Supportive and collaborative work environment
* Pension scheme
* Generous holiday allowance

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| Job Responsibilities This is a list of the main duties or tasks that the post holder will be expected to undertake.  |
| * Work in a conscientious and flexible manner as part of the Hard FM workforce, demonstrating and adhering to the Property Service’s values and polices and being supportive and constructive in interactions with colleagues, customers and managers across the service.
* Provide high quality and prompt repairs and maintenance to the building fabric across the FM portfolio as required.
* Fully utilise designated communication and data systems such as Mircosoft applications and Concerto (CAFM Application) to to stay in touch and up to date on work requirements and outcomes.
* Prioritise customer satisfaction and the quality and accuracy with which repairs and maintenance are carried out.
* Be conscious of team, service and organisational targets, as well as corporate and legislative compliance requirements, and make sure that these are met in your own remit and across the team.
* Cooperate with, promote and support Health and Safety culture and activities
	+ Undertake necessary health and safety training;
	+ Familiarise and comply with the Property Service’s health and safety policies and procedures;
	+ Carry out risk assessments and activities where appropriate or indicated in policy
	+ Follow appropriate Method statements, standard operating procedures, emergency operating procedure, safety instructions and use safety equipment provided;
	+ Carry out your work with due regard for the health and safety of yourself and others (employees, service users, carers, public etc.);
	+ Support your line manager in the delivery of good health and safety practice and the minimising of risks, incliuding notifying of problems or deficiencies in the workplace;
	+ Report all safety events (accidents, incidents and near misses) with a view to preventing a recurrence.
	+ Must adhere to OCC’s Vehicle use and driving at work policy.
* Work in a constructive way with colleagues across the Council and with our partners, supporting and challenging others to deliver change.
* To undertake all tasks, duties and responsibilities outlined in this job description, in accordance with departmental and council policies, practices, procedures and standards.
* To apply consistently the principles of Equal Opportunities and promote OCCs Values and Behaviours as embodied in the council’s policies and practices throughout the duties outlined above.
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**Our Values**

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values.  We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

**Section B: Selection Criteria/Person Specification**

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| Essential Criteria | Assessed By: |
| Hold a full driving licence which allows driving a 3.5 tonne vehicle. | D |
| Be an effective communicator in person, remotely and in writing, being friendly and approachable when dealing with customers, colleagues and stakeholders and able to remain calm when handling challenging situations.  | A, I,T |
| Understand what makes good customer service and what behaviours and actions can negatively affect it, and be committed to eliminating these from your work | A, I,T |
| Be organised in your work with a flexible approach so that you are able to adapt and solve problems and meet deadlines as required. | A, I,T |
| Adaptable and flexible regarding work location and conditions; readily able to access sites:* + over rough terrain
	+ in all weather conditions,
	+ for extended periods of time,
	+ to work alone
	+ to make unaccompanied site visits or meetings,
	+ to work in remote areas.
 | A, I |
| Capable and competent using digital technology in order to deliver the work, and able to pick up new technology skills as required. | I,T |
| Keen to learn with a can-do attitude towards your work and commitment to ongoing self-development and training. | A, I |
| A dedicated team member who excels at cooperation and working jointly with others.  | A, I |
| Commitment to, and understanding of, the principles of Equal Opportunities for all, as an employee, colleague and provider of services.  | A, I |
| Ability to deal with work and information of a confidential nature. | A, I |
| Desirable Criteria | Assessed By: |
| Qualified and Competent with multiple trades applicable to Hard FM  | A,I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role include:

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| [x]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |
| [ ]  | Other (please specify): |       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

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| Health & Safety at Work |
| You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy. |
| The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).  |
| [ ]  | Provision of personal care on a regular basis | [x]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| [x]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [x]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [x]  | Night work | [x]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [x]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [x]  | Working on/ or near a road | [x]  | Regular work outdoors |
| [ ]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [x]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [x]  | Continual telephone use (call centres) | [x]  | Regular work with skin irritants/ allergens |
| [x]  | Work requiring hearing protection (exposure to noise above action levels) | [x]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [x]  | Work requiring respirators or masks | [x]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |
| [ ]  | Other (please specify): |       |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.