

Person Specification

Position Title	Facilities Technician
Division / Section	Corporate Property
Service Area	Facilities Management
Responsible To	Facilities Technician Supervisor

Person Specification

Qualifications, training & professional membership	• Good standard of written and oral communication	Essential
	• Basic knowledge of Health & Safety management in an operational maintenance environment	Essential
	• Full driving licence	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

Maintenance Management

- High level of general maintenance and handyman skills and experience with a variety of tools and equipment Essential
- Experience and an understanding of stock control, consumables and spares processes within a maintenance environment. Essential

Partnership and Engagement

- Experience of working within a Caretaking/small works team to deliver shared results. Essential

Communication and Presentational skills

- Demonstrates good written and verbal communication skills to communicate with colleagues and clients in a clear manner. Essential

General

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| • Self motivated with the ability to carry out duties with minimal supervision and the ability to work under pressure. | Essential |
| • Ability to co-ordinate a range of duties and meet deadlines. | Essential |
| • Ability to remain calm and respond positively to challenging situations and difficulties. | Essential |
| • The ability to be flexible and adaptable in performing tasks which are normally outside the job specification but considered commensurate with the role. | Essential |
| • The ability to prioritise effectively, managing a busy diary and a varied workload to meet demands and deadlines – multi tasking. | Essential |
| • Ability to participate fully in the roster system | Essential |

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

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|--|---|
| Customer focused | <ul style="list-style-type: none">• is respectful and courteous to customers/clients• understands and resolves customer/clients needs• takes opportunities to improve customer/client services• is aware of service levels expected and strives to meet them• seeks and acts on feedback from customers/clients• supports others when dealing with customers/clients |
| Works Effectively with others | <ul style="list-style-type: none">• treats others in a fair and equal manner• considers and respects other people's ideas/opinions• co-operates with others in the workplace• adapts own views and ideas for the good of the team• goes out of their way to help others |
| Managing change | <ul style="list-style-type: none">• is willing to try new or different ways of working• displays a flexible attitude to duties and responsibilities• reprioritises own work when deadlines are changed• helps others to adapt to change |
| Taking Ownership and Responsibility | <ul style="list-style-type: none">• manages own time effectively and works productively• responds positively to feedback and takes appropriate action• ensures own knowledge and skills are sufficient for the job• considers how own behaviour affects others and changes accordingly• recognises and acts when something needs to be done. |

**Communicating
Effectively**

- listens carefully and asks questions if understanding is unclear
- uses simple and clear language
- seeks advice when necessary
- provides clear and accurate information
- uses appropriate body language and eye contact.

**Planning and
Decision Making**

- works in a planned and organised way
- follows instructions and procedures
- understands what decisions can be taken within own duties and makes them when required
- takes account of available resources when planning own work activities.