

## JOB DESCRIPTION

**Job Title:** Maintenance Technician  
**Department:** Facilities  
**Reports to:** Maintenance Supervisor  
**Direct Reports:** None  
**Location:** Lingfield  
**Salary Banding:** £18,851  
**Hours of Work:** 37

### Company Information

Young Epilepsy is the only UK charity dedicated to creating better lives for children and young people with epilepsy and related conditions and is based on a beautiful campus in Lingfield, Surrey, providing world class services.

### Job Purpose:

The main purpose of the role is to work either individually using own initiative or as a member of a multi-trade team and/or in conjunction with specialist contractors to provide a comprehensive planned and reactive maintenance service.

### Key Responsibilities:

- Work as a member of the Maintenance Team to provide planned and reactive building and engineering maintenance services to the agreed standards.
- Organise and plan all aspects of own daily work plan in liaison with the Maintenance Supervisor where appropriate to meet agreed service levels and customer requirements assessing jobs, establishing and specifying materials/parts needs, liaising with building users/customers as necessary.
- Ensure the completion of maintenance records/paperwork once jobs are finished and that the work site is left clean and tidy.
- Apply the appropriate core trade skills when undertaking maintenance work, but with appropriate training and skills development, working flexibly, avoiding rigid trade demarcation, working collectively with colleagues from other trades in delivering a comprehensive cost effective maintenance service.
- Provide support and advice to members of other trades as required cooperating fully with colleagues from other trades and supervision/management, sharing information relevant to others and taking part in training as required.
- Keep briefed and up to date with relevant trade developments and acquire new skills where applicable.
- Take personal responsibility for the discharge of diagnostic and fault finding aspects of the relevant trade section's work.
- Use the workshop facilities, tools and materials and employ specialist skills for the manufacture, repair or refurbishment of plant, equipment, fixtures and fittings as appropriate.

- Receive work allocation and direct supervision from the Maintenance Supervisor and ensure work is completed to the required standards, planning and programming work to meet agreed customer requirements and to minimise disruption and inconvenience, keeping customers and supervisors apprised of progress and any reasons for delay.
- Undertake planned preventative maintenance and defect rectifications on building fabric, plant equipment fixture and fittings as appropriate to skills.
- Develop and maintain good working relationship with all client departments in order to deliver a high quality efficient and effective building and engineering maintenance service.
- Assist with communicating and explaining departmental policy matters and practice to users of the maintenance service and act as a channel for feedback playing a part in ensuring that users comply with policies and procedures regarding maintenance matters.
- Work within health and safety guidelines maintaining appropriate records where applicable, using equipment safely and according to instructions; wearing personnel protective clothing that is provided and maintaining a safe environment for yourself and others to work in.
- Assist the Maintenance Supervisor and the Health and Safety Manager in the periodical review of any Risk Assessments relating to work specific to the trade skill deployed.
- Consult asbestos registers, water risk assessment reports, operating and maintenance manuals as deemed appropriate prior to repair and or installation works and take appropriate precautions.
- Deal with fire hazards and or obstructions in plant rooms, riser cupboards, corridors and lift lobbies and reporting these to the Maintenance Supervisor and Health and Safety Manager as appropriate.
- To be conversant with current legislation on COSHH and legionella, British Standards and other relevant health and safety legislation.
- Be responsible for the safekeeping and maintenance of tools supplied to carry out duties required of the role.
- Attend staff meetings (both within the team and Facilities where appropriate) and attend staff development training sessions internally and externally as required that both support and develop role.
- Actively follow and support Young Epilepsy's policies including in particular Safeguarding.
- Maintain an awareness and observation of Fire and Health and Safety Regulations.
- Be aware of and support sustainability initiatives within Facilities.
- To act at all times in a competent and professional manner and hence promote the image of the Maintenance Team and Facilities Department.
- To participate in the annual Staff Review and Development scheme.
- Carry out any other duties as are within the scope, spirit and purpose of the job and its grade as maybe requested from time to time by the Maintenance Supervisor or Maintenance Manager.
- Due to the nature of the role, there could be occasional requirements to work overtime. Wherever possible, reasonable notice will be given of such requirements.
- To carry supplied or personal communication device(s) during all rostered and normal working hours to facilitate personal safety and respond to routine communications and emergencies.

### **General**

Ensure all duties are carried out in accordance with health and safety regulations as given by the Young Epilepsy health and safety policy and procedures.

This job description is not exhaustive and the post holder may be required to undertake other

reasonable and appropriate tasks.

Young Epilepsy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

### **Values:**

All employees are expected to demonstrate the values of the organisation.

- **Focus on Children and Young People**
- **Accountability**
- **Honesty**
- **Passion**
- **Belief in People**
- **Innovative and Creative**

## PERSON SPECIFICATION

Key Criteria	Essential <i>Candidates must have these in order to be shortlisted</i>	Desirable
<b>Education</b>	GCSE or equivalent in English and Maths as a minimum, or literacy and numeracy at functional skills level 2	
<b>Professional Qualifications</b>	Hold a recognised trade qualification or have equivalent experience. This would usually be equivalent to City and Guilds 236 Part I and II, NVQ Level 3	
<b>Experience Required</b>	<p>Good working knowledge of health and safety issues including COSHH, Risk Assessments, Method Statements, WEEE Regulations and other relevant law.</p> <p>Considerable experience carrying out a range of reactive, planned and small scale improvement works in a customer-service oriented organisation.</p> <p>Experience of working unsupervised and using initiative to organise and prioritise own work and deal with conflicting deadlines.</p> <p>Prepared subject to reasonable notice being given to work occasional overtime.</p>	<p>Experience of operating Building Management Systems ie TREND 963 operator</p> <p>Construction Skills Certification Scheme (CSCS) card</p> <p>Experience of working in an educational environment and or listed buildings</p> <p>A first aid qualification</p> <p>Willingness to work as part of the rota for the out of hours call out service and the ability to attend site when "called out" to an emergency.</p>
<b>Skills, Knowledge and Aptitude</b>	<p>Good fault or problem diagnosis skills.</p> <p>Able to work from drawings and specifications.</p> <p>Demonstrate ability to work to a high standard in a customer-focused environment.</p> <p>Ability to be flexible and willing to work as part of a small team and support external contractors.</p> <p>Knowledge of relevant safe working practices (eg PPE, kinetic lifting techniques, proper use of equipment etc.) Some working at height will be required</p> <p>Must have attained basic written skills and have good communication skills, including the ability to interact with a wide range of staff and suppliers.</p> <p>Must have basic knowledge of and be able to use e-mail.</p>	<p>Legionella awareness.</p> <p>Asbestos awareness.</p>
<b>Personal Qualities</b>	Must have physical fitness appropriate to the needs of the job ie lifting,	

Written By:

Evaluated By:

Version:

Date:

	<p>bending, stretching and working in awkward, confined and/or uncomfortable positions. Handling and erecting equipment such as ladders and steps, mobile scaffold towers. Handling mechanical tools ie drills and materials.</p> <p>Committed to your own ongoing professional and personal development.</p> <p>Willingness and aptitude to learn new skills and to continually develop the role.</p>	
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**Name of post holder:**

**Signature:**

**Date:**