

## Person Specification

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

### Person Specification

<b>Qualifications, training &amp; professional membership</b>	• 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

- 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

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

- Customer focused**
  - 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**
  - 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**
  - 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**
  - 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.