

## Person Specification

<b>Position Title</b>	<b>Facilities Technician Supervisor</b>
<b>Division / Section</b>	<b>Corporate Property</b>
<b>Service Area</b>	<b>Facilities Management</b>
<b>Responsible To</b>	<b>Locality HUB Team Leader</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	Essential

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

#### Maintenance Management

- Ability to manage and deploy maintenance personnel Essential
- 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
- Experience of completing maintenance quality checks (work and documentation) 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 in order to be able 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**

- Promotes the importance of quality customer/client services within the team or with services
- Identifies opportunities to improve the way the team/service delivers customer/client services
- Ensures teams/services correctly identify customer/client needs and provide satisfactory solutions
- Support frontline services to implement service improvements
- Monitors quality of service

#### **Works Effectively with others**

- Treats team members fairly and equally, recognises and demonstrates appreciation of their contribution
- Identifies with and has a shared commitment to achieving team objectives
- Shares knowledge and information with others
- Thanks others for their contribution and efforts
- Fosters good working relationships within teams across the Council

- Actively seeks others input and values their contributions

#### **Managing change**

- Reacts positively to change
- Is flexible and adapts plans in response to change
- Prepares and supports team members during periods of change
- Constructively challenges current thinking and procedures and offers alternative solutions
- Gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm

#### **Taking Ownership and Responsibility**

- Takes the initiative to start activities or actions
- Recognises when a decision is needed and commits to act
- Is proactive, acts quickly to address current issues
- Seeks feedback and takes appropriate action
- Takes responsibility for personal development
- Modifies own behaviour to influence different situations.

#### **Communicating Effectively**

- Uses positive, appropriate language in all situations
- Communicates clearly and concisely to influence others
- Uses a variety of methods to communicate in the most effective manner
- Creates a positive confident impression
- Uses interpersonal skills to have a positive impact in meetings
- Keeps written messages simple

#### **Planning and Decision Making**

- Regularly monitors progress and takes corrective action to ensure priorities are met
- Gathers information from several readily available sources
- Considers information objectively to establish logical options and generate solutions
- Considers options and risks before making a decision