Person Specification

Position Title: Facilities Technician Supervisor

Division / Section : Corporate Property

Service Area : Facilities Management

Responsible To: Locality HUB Team Leader

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 - **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)

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

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