**Facilities Support & Estates Technician Description and Person Specification**

**Devon and Somerset Fire and Rescue Service**

**Job Title:** Facilities Support & Estates Technican

**Grade:** 4

**Department:** Service Delivery Support - Estates

**Reports to:** Facilities & Estates Admin Manager

**Line manager responsibilities:** None

**Updated:** November 2021

**Main purpose of job**

Reporting to the Facilities & Estates Admin Manager, the Facilities Support & Estates Technician will assist with the upkeep of Service Headquarters site and other premises comprising Devon & Somerset Fire Authority’s property portfolio, including caretaking duties, minor building maintenance and grounds maintenance ensuring the site is maintained to a high standard of tidiness, cleanliness and safety commensurate with a large Fire & Rescue Service

**Main responsibilities and duties**

1. To assist with the general up-keep of the Service Headquarters site to include but not exclusively relating to:

* Undertaking minor repairs to furniture, fixtures and fittings including the erection of flat-pack furniture. i.e. desks, erecting shelves and noticeboards.
* Providing assistance to the Facilities and Estates Admin Manager in directing third party building contractors working on the premises and completion of appropriate documentation.
* Carrying out general upkeep of the headquartes site, maintaining general tidiness and site security of all public/staff areas also ensuring paths/walkways are free from restrictions and safe to use throughout the year.
* Assisting with site recylcing, cleaning, waste collections and pest control contracts.
* To maintain the Techncians store and external footprint to include good housekeeping and stock controls of all materials. To maintain and keep records of work carried out to all electric tools and equipment.
* To assist the Technicians in rubbish segregation and skip monitoring to maintain a good waste recycling and removal programme.

1. To carry out reactive building maintenance tasks to include but not exclusively relating to:

* Unblocking drains
* Re-glazing doors, windows and panels
* Lock repairs
* Roof repairs
* Repointing works

1. To undertake planned internal and external building maintenance works including minor structural alterations to include but not exclusively relating to:

* Window replacements
* Forming stud partitions
* Hanging doors, kitchen refits
* Redecorations
* General Carpentry work

1. To provide general assistant to Corporate Support to include but not exclusively relating to:

* Setting up of Conference rooms for meetings, car parking arrangements and ushering and management of events and functions
* Assisting with the transportation of visiting personnel and Fire Authority Members to and from the site.
* Assisting in the provision of emergency courier service to Fire Authority Members and/or to local post office.
* Undertaking various other duties e.g. flag pole, logistical support to Personal Assistants to Members of the Executive Board and with other duties appropriate /commensurate to Post/Grade.

1. To in collaboration with the Facilities & Estates Admin Manager, Building Surveyors/other appropriate members of the Department, assess required repair/s and improvement work/s, identify materials, estimate quantities and obtain prices for materials and/or quotations.
2. To purchase and arrange delivery of materials and other identified goods to site/service premises to complete tasks in a safe, efficient and effective manner.
3. To in liaison with the Facilities & Estates Admin Manager/other appropriate stakeholders act as point of contact in relation to the Department’s execution of minor works.
4. To as and when required and in collaboration with the Facilities & Estates Admin Manager, to undertake grounds maintenance and to maintain general site tidiness using appropriate equipment e.g. strimmers, knapsack spray equipment, ride-on and self propelled mowers, to include, but not exclusively relating to:

* Digging, weeding, planting
* Pruning
* Hedge Cutting
* Grass cutting, to include lawns, banks and where appropriate rough cutting.
* Spot spraying herbicides.

1. To when visiting site/Service premises to monitor cleaning, security and where appropriate grounds maintenance contracts and to report any concerns/non-performance issues to the Facilities & Estates Admin Manager.
2. To when required undertake site supervision of external Contractors to include ‘final checks’/’snagging’ to ensure work is carried out in compliance with Health and Safety legislation, Service policy and to agreed/specified standards.

1. To maintain and clean all equipment and tools used in the execution of duties in accordance with legislative, manufacturers and/or service requirements and to report any concerns to the Facilities & Estates Admin Manager.
2. To on completion of all premises works ensure at all times site is left in a safe, clean and secure manner.
3. To as appropriate use Microsoft office application (Outlook, Excel, Word) and software systems specific to the Estates function, e.g. Property Defects reporting system, to include the use of handheld technology.
4. To participate in the Personal Performance & Development (PPD) Review process to identify personal training and development needs and to attend training events as directed.
5. To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. Data Protection Act and all related DSFRS’s related Policies to include Data Protection Act 1998 Service Policy document.
6. To attend meetings and/or events as appropriate/required.
7. To actively promote the Service’s Core Values and comply with Equality and Diversity and all Service policies.
8. To perform tasks in a safe manner in accordance with Health and Safety policies and legislation

**Core values of the Service**

* We are proud to help
* We are honest
* We are respectful
* We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

**Person Specification**

**Grade:** 4

**Job Title: Facilities Support & Estates Technician**

**Key competencies**

**Proven “hands on” skills in the undertaking of general building work including structural alterations and maintenance projects.**

Essential and measured by application, test and interview

**Proven ability to work within set time scales and deliver against set targets and to required quality standards**

Essential and measured by application, test and interview

**Proven ability to work effectively and efficiently unsupervised**

Essential and measured by application and interview

**Proven ability to undertake manual lifting tasks**

Essential and measured by application and interview

**Flexible approach to undertake duties outside normal working hours**

Essential and measured by application and interview

**Work experience**

**Proven ability of carrying out general building work including repairs and maintenance work**

Essential and measured by application, test, and interview

**Proven ability of estimating and procuring appropriate materials within defined timescales and budget**

Essential and measured by application, test, and interview

**Proven ability of working with contractors, site supervision and checking of standards of work.**

Essential and measured by application and interview

**Ability to undertake gardening and/or grounds maintenance work**

Desirable and measured by application and interview

**Qualifications/knowledge**

**Good working knowledge of Health and Safety legislation and relevant construction legislation to include PUWER, Safe Systems of Work, Manual Handling, COSH, PPE and Risk Assessment**

Essential and measured by application, test, and interview

**Proven working knowledge of building maintenance and application of appropriate repair work**

Essential and measured by application, test, and interview

**Relevant qualification in a construction related discipline e.g. building, plumbing, bricklaying, painting and decorating or equivalent experience – To effectively carry out the role this is likely to be at least 3 years and more likely to be in the region of 5 years**

Essential and measured by application and interview

**Clean driving licence with willingness and ability to travel throughout Devon and Somerset and if required further afield**

Essential and measured by application and interview

**Manual handling training**

Desirable and measured by application and interview

**Computer literate; ability to use MS Office software packages (Outlook, Word, Excel) and other software packages specific to the Estates function and any related hand-held technology**

Desirable and measured by application and interview

**Herbicide spot spraying licence**

Desirable and measured by application and interview

**Relevant horticultural qualification or equivalent experience**

Desirable and measured by application and interview

**Personal qualities and attributes**

**Good hand to eye coordination specifically when using hand power tools and machinery.**

Essential and measured by application, test, and interview.

**Physical dexterity; able to climb ladders and scaffolding.**

Essential and measured by application and interview.

**Stakeholder focused**

Essential and measured by application and interview.

**Proven ability to undertake manual lifting duties**

Essential and measured by application and interview.

**A high level of self-motivation**

Essential and measured by application and interview.

**Ability to work efficiently and effectively both independently and as a member of a busy team**

Essential and measured by application and interview

**A commitment to continuous improvement**Essential and measured by application and interview

**Ability to work with tact and diplomacy with people at all levels within the Service and third parties**Essential and measured by application and interview

**Factor Guides**

**Supervision/management of people**

**Level 1** Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits.

**Creativity and innovation**

**Level 2** Work largely regulated by laid down procedures but needing occasional creative skills to deal with routine problems.

**Contacts and relationships**

**Level 2** Contacts on well-established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

**Decisions – discretion**

**Level 1** Post requires little freedom to act, work is carried out within clearly defined rules or procedures and advice is available if required.

**Decisions – consequences**

**Level 1** Decisions which have a limited and short-term effect on employees beyond immediate colleagues or on the public. Effects of decisions would be quickly known and readily amended if necessary.

**Resources**

**Level 3** Responsible for the proper use and safekeeping of smaller plant, vehicles, machinery and higher cost materials or for the accurate handling and security of larger sums of cash and cheques or other financial resources.

**Work environment – work demands**

**Level 2** Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

**Work environment – physical demands**

**Level 2** Work requiring normal physical effort with periods of substantial effort; or normal physical effort occasionally in awkward postures: or prolonged effort in a constrained position involving considerable manual dexterity.

**Work environment – working conditions**

**Level 2** Work includes significant elements of inside or outside work involving some exposure to moderate noise, heat, cold, disagreeable or difficult surroundings/conditions.

**Work environment – work context**

**Level 2** Work potentially involves some risk to personal safety of injury, illness or health problems arising from the environment of the public/clients.

**Knowledge and skills**

**Level 3** Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.