

## Job Description

<b>Job title</b>	Maintenance Technician
<b>Team</b>	SEP Maintenance Team
<b>Site</b>	Scottow Enterprise (SEP)
<b>Location</b>	SEP
<b>Salary</b>	£24k to 28k (dependant on skills and experience)
<b>Responsible to</b>	To Site Supervisor / Coordinator
<b>Responsible for</b>	NA
<b>Effective date</b>	20th February 2024

### Role and Context

#### Job Purpose

They will be a multi skilled Maintenance Technician preferably with an appropriate trade apprenticeship qualification although this is not essential if experience and knowledge can be demonstrated. They will be part of the maintenance team providing reactive repairs and preventative maintenance across the site.

In return for your commitment, and drive, we will reward you with the following: -

- Competitive salary.
- 26 days annual leave (excluding bank holidays)
- Company pension scheme – in line with auto enrolment.
- Career progression and personal development opportunities.
- Being part of a 'team' as opposed to just being a number.

#### Context

HIL is a wholly owned subsidiary of Norfolk County Council. The Shareholder Relationship Agreement between Norfolk County Council and HIL sets out the purpose of the company, which is to deliver economic development activities in Norfolk to support the County Council's vision and objectives.

#### Principal Duties

- Providing a first-class service to tenants and HIL colleagues in a friendly and professional manner
- Completing work assigned by the Site Coordinator.
- Implementing agreed maintenance and repair programmes conducted to accepted best industry practice.
- Assisting to ensure all site facilities and services are operational and HSE compliant.
- Working within a "Safety First" culture.

**Responsibilities:**

- Work to high standards for maintenance and project works undertaken to the satisfaction of your line manager.
- Have the latest and most current safety information, undertaking courses when required to do so.
- complete work to a high standard and to set timescales.
- Work collaboratively and in partnership with outside contractors to achieve planned outcomes.
- Carry out works in accordance with H&S method statements and in a safe manner.
- Troubleshoot and diagnose maintenance faults, ensuring that issues are resolved within maintenance ticket target response times.
- Maintain effective working relationships with HIL teams and clients.
- Work to agreed project plans including scope, milestones, and deadlines communicated by the Estate Coordinator.
- Carry out all snagging works within the relevant time limits ensuring consistent quality of workmanship and as directed by the Estate Coordinator.
- Carry out the completion of Statutory testing and complete records of testing.
- Completing small works repairs around the site.
- Inspecting and troubleshooting problems and issues reported by clients or colleagues.
- Inspecting machinery, equipment and buildings and systems, including heating, ventilation, and air conditioning.
- Assist in monitoring inventory of materials and equipment and servicing requirements.
- Maintaining vehicles, tools and equipment required to perform the role effectively.
- Following a maintenance schedule to ensure that all routine maintenance tasks are completed.
- To carry out other duties appropriate to the nature and grade of the post, as directed by the line manager.

**Other Job Information (e.g., any special factors or constraints)**

The Maintenance Technician is expected to be an emergency responder for the site. HIL have a contract with a local security firm to answer alarm triggers to support the site. In the event of an emergency, attendance at site may be required on occasion to resolve any issues.

Some flexibility on working hours is required.

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Appropriate H&amp;S training.</li> <li>• Experience in a similar role.</li> <li>• Ability to undertake all round general repair, maintenance, and construction work around the site.</li> </ul>	<ul style="list-style-type: none"> <li>• Training including but not limited to first aid, fire, legionella.</li> <li>• Qualifications in construction, general repair, and maintenance.</li> <li>• Construction discipline trade apprenticeship qualified.</li> </ul>

Experience and Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of working in a maintenance team or construction team delivering quality work.</li> <li>• Relevant technical hands-on experience in building construction and maintenance.</li> <li>• Effective interpersonal communication skills.</li> <li>• Understanding of Health and Safety compliance.</li> <li>• Possess a customer service mindset.</li> <li>• Possess a systematic and methodical approach.</li> <li>• Able to respond to emergency call outs when required.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to undertake continued professional development.</li> <li>• Experience of working on heritage / conservation area sites.</li> <li>• Knowledge of fire safety, first aid, legionella.</li> </ul>
Behaviours	
<ul style="list-style-type: none"> <li>• Takes pride in their work and strives for excellence.</li> <li>• Honesty and integrity</li> <li>• Reliable</li> <li>• Flexible</li> <li>• Willing to experiment and test new ideas and to be open to change and learning as part of a team.</li> </ul>	

**General Information**

- The job description details the main outcomes of the job and will be updated if these outcomes change.
- All work performed/duties undertaken must be carried out in accordance with relevant HIL policies and procedures, within legislation, and about the needs of our customers and the diverse community we serve.
- Job holders will be expected to understand what is meant by safeguarding vulnerable groups (children, young people, and adults) and how to raise concerns.
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

The information in this job description is accurate and reflects the requirement of the role:

Line Manager: Robert Yallop  
 Position: Site Supervisor / Coordinator  
 Date: 20<sup>th</sup> February 2024