

Job description – General Maintenance Operative

INTRODUCTION

The Maintenance team of Bishop's Stortford Town Council is responsible for the day to day operation of the cemetery, the maintenance of the Council outdoor spaces play areas and street furniture, minor repairs and maintenance to the Council buildings and to the Community Centres managed by the Council, and basic weekly maintenance of the fleet of minibuses which the Council manages.

JOB PURPOSE

To provide general building, vehicle and grounds maintenance, at several Council owned properties and facilities, to ensure that they are kept safe, secure and in good condition, reacting sometimes at short notice to works of an urgent nature be they buildings or grounds related in any of our Council Offices, Community Centres and allotment sites in the area of Bishops Stortford.

JOB DESCRIPTION

Carry out a variety of planned and reactive building maintenance tasks, which will be varied in nature and will include general building joinery, tiling, painting, paving and external works, drainage works and plumbing. Common sense and a flexible approach are key.

Carry out planned preventative building maintenance in line with set programmes.

Undertake general facilities support tasks, including furniture building and furniture removals, ground and site clearance, and keeping areas clean and tidy generally as coordinated by the team management.

Work individually or as part of a team to complete repairs and maintenance tasks, on occasion working on larger projects with colleagues.

Take responsibility for the preparation of graves for internment of remains, ashes or otherwise, using available plant equipment on site. Take the lead representing the Council working with funeral directors, members of the clergy and celebrants, ensuring the smooth reception of internments providing a high-quality service expected by our clients.

Take the lead on the maintenance of one or more assigned areas or assigned activities, proactively monitoring condition, developing best practice through research and discovery and training other team members.

Fully support other team members in their roles, striking an appropriate balance between focus on areas where the lead role is held and areas where the role is to assist/work with others.

Take responsibility for regular safety checks on vehicles including those used for work purposes and minibuses as required by Council policies and procedures to ensure that vehicles are safe. Maintain vehicles as required and keep vehicles in a clean and tidy order, ensuring that vehicles are correctly parked when not in use and that all sheds are secure at end of shift.

Take responsibility for the support, maintenance, and monitoring of the towns Splash Pool during the season.

Liaise with other departments, assist, and support all events arranged by the Town Council, working on own initiative to enable events to become successful for all those attending.

Manage and prioritise own workload and time, in order to complete work in a timely manner, in accordance with performance indicators and timescales as tasked by line management. Ensure all works are completed to a high standard and record all work undertaken recorded on timesheets or as directed.

Adhere to Council Health and Safety policy and procedures, identify hazards, and undertake point of work risk assessments as required.

Take initiative in identifying and reporting faults of Health and Safety related as a matter of priority to line management with a view of speedy rectification. Where practical rectify.

Communicate effectively with line management, tenants, and the public to minimise inconvenience when undertaking building/grounds maintenance.

Attend courses or on the job training gaining suitable qualifications/certificates required, related to future tasks and the service provided to our clients.

Carry out such duties as required or delegated by the Maintenance Team Leader or the Cemetery & Maintenance Manager, including undertaking tasks in the absence of both if required.

Undertake any duties as reasonably requested by the Cemetery and Maintenance Manager of the Chief Executive Officer.

PERSON SPECIFICATION

All are essential unless specified otherwise

Qualifications

City and Guilds craft certificate in a construction trade, or a Level 2 NVQ Diploma in a relevant trade or in multi-trade building maintenance operations or equivalent experience and demonstrated capability

Desirable: City & Guilds advanced craft certificate in a construction trade, or a Level 3 NVQ Diploma in a relevant trade or in multi-trade building maintenance operations and/or Multi-Trade skills qualification(s) or similar certificates of competence.

Full UK Driving Licence (Desirable: Full UK driving licence including D1)

Experience

Minimum of 3 years' experience in a building trade role or property maintenance role or extensive DiY experience across a variety of trades

Broad experience of completing builder's work and multi-skilled building maintenance tasks (e.g. brickwork, plaster and tiling repairs, painting, flooring repairs, and basic drainage and plumbing alterations).

Knowledge, Skills and Abilities

Good standard of literacy and numeracy

Effective communication skills with the ability to provide clear verbal and written information relative to building maintenance activities and tasks

Good time management with proven ability to meet deadlines and complete work as necessary to deal with multiple and competing demands on a regular basis.

Excellent interpersonal skills for dealing with customers and staff at all levels.

IT competent.

Strong collaborative approach in both work and team ethic.

Problem solver, can-do attitude

Ability to diagnose and/or narrow down facilities faults in a domestic/small office in order that they can either be fixed (where safe) or the appropriate specialist be selected and given clear direction.

Desirable: Ability to diagnose and/or narrow down faults in more complex systems eg the splash pool