

Role Profile and Person Specification

ROLE PROFILE

Role Title:	Business Services Maintenance Operative	Leadership level:	
JRN:	30055 30221	Job family:	
Band:	2	Location:	Location Based
Allowances:	As per contract	Politically restricted:	No
Department:	Business Services	Vetting level:	RV
Reporting to:	Business Services Team Leader	Date published:	September 2022
Posts responsible for:	None		

Part A – Job Description

Overall purpose of the role:

Provide a building and vehicle maintenance service and ad-hoc driving duties to the force to support the needs of operational activities and ensure a safe and functional working environment for Northumbria Police staff and visitors.

Key responsibilities of the role:

1	Maintain designated buildings to ensure that staff and visitors using the buildings are provided with a safe and functional environment by undertaking all related building checks.
2	Carry out basic repairs and maintenance including assessments of work to be undertaken, assigned testing, and scheduled servicing of buildings and equipment to ensure that they are operational and safe.
3	Undertake routine and ad hoc internal and external cleaning operations in order to provide a safe and functional environment for staff and visitors. Liaise with supervision when vehicles require valeting
4	Undertake office furniture moves and transfers in order to help ensure that Area Command/Department staff have the necessary equipment and supplies for their needs.
5	Collect and dispose of confidential and non-confidential waste, unwanted furniture and equipment in order to clear working areas of waste materials efficiently.
6	Arrange servicing (including vehicle airwaves set when not working), undertake routine vehicle checks and minor maintenance of police vehicles, reporting problems/defects to Fleet Management, in order to minimise down time through mechanical defects and supporting operational policing.
7	Undertake driving duties, taking/collecting vehicles for repair. Take vehicles to external garages for tyre replacements, collecting items from Stores and local trade suppliers.
8	Undertake a range of clerical tasks in support of the functions of the role including the updating of systems and general record keeping.
9	Provision of cover for other driving posts when requested to ensure driver cover is maintained.
10	Assist contractors with repairs and provide an escort service to non-vetted contractors.

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11	Provide maintenance support in custody. Knowledge of ligature points and use of correct products to ensure safety of detained persons. Disable Vesda system when required.
Part B – Scope of contacts	
Internal / External relationships:	
Internal: Local Team Leaders & operational Police supervision. Business Support administration teams and local departmental contacts including Fleet & Estates staff. External: Contractors and specialist retail suppliers i.e. Plumbing merchants / DIY suppliers.	

Part C – Competencies and Values
Northumbria competencies and values framework (NCVF)

Part D – Continuous Professional Development (CPD) role 6 months	
First 6 months	
1	
2	
3	
4	
12 months and beyond	
5	
6	
7	
8	

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Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Knowledge of general building maintenance skills and upkeep.		Application/interview
Planning and organising		The ability to plan and organise your own time effectively.	Interview/ CPD
Problem solving and initiative	Being able to trouble shoot building faults, remedy basic issues, or escalate as appropriate.		Interview/ CPD
Management and teamwork	Being able to work as part of a wider team and cover other locations as required.		Application/interview/ CPD
Communicating and influencing	The ability to communicate clearly and effectively with colleagues, line managers and contractors to ensure issues are understood and appropriate action can be taken.		Interview/ CPD
Other skills and behaviours		Specific skills relating to building / basic vehicle maintenance.	Application/interview