**ROLE PROFILE**

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| **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.  |
| 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. |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
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| **Part D – Continuous Professional Development (CPD) role 6 months**  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

|  |  |  |  |
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| **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 |