



## ROLE PROFILE

<b>Post Title:</b>	Multi Trade Maintenance Operative	
<b>Grade:</b>	LC 5-6 (progression arrangements apply)	<b>JE: 1828</b>
<b>Location:</b>	Lancashire Constabulary Headquarters	
<b>Responsible to:</b>	Maintenance Team Leader	

### Job Purpose:

To provide a 'right first time' repairs and maintenance service to the Constabulary Estate to ensure they are maintained to a high standard.

To identify in a proactive way both reactive and planned repairs and to develop, in conjunction with colleagues a program of works to deliver to the required standard.

### Key Responsibilities:

**This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.**

- To carry out repairs and maintenance across the Constabulary's Estate in a 'right first time' manner and in accordance with legislation and company procedures.
- Ensure that any relevant Safe Systems of Working, Method Statements, Risk Assessments and Permit to Works are followed whilst undertaking maintenance tasks/requests (breakdowns, preventive, modification or project work) within the agreed timescale.
- Manage your personal work order list and seek guidance and support as necessary to complete the assigned activities. Work with and assist other technicians / contractors to ensure that the allocated task is completed safely and efficiently.
- Maintain a record of all spare parts used undertaking the role and to ensure that sufficient stock is maintained within the maintenance transport vehicle provided.
- To take personal responsibility for the maintenance of plant and equipment provided by the Constabulary.
- To discuss and liaise with colleagues and/or third party contractors in order to rectify mechanical, electrical or building faults.
- To compile accident report information.
- To actively participate in 'toolbox talks' within the FM Service Department.

- Completion of documents as required, including work sheets, work permits, satisfaction surveys etc.
- To undertake other duties and additional responsibilities which are consistent with the nature, responsibilities and grading as and when required
- Work with customers and colleagues to ensure delivery of effective communication and management of expectations. Adopting a customer focussed approach.
- To be responsible for improving your performance by participating in the Professional Development Review (PDR) process with your manager.

### Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

#### **Resolute, compassionate and committed**

<b>Behaviour</b>	<b>Level</b>	<b>To be Identified by</b>
We are emotionally aware	1	Interview
We take ownership	2	Interview

#### **Inclusive, enabling and visionary leadership**

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

#### **Intelligent, creative and informed policing**

We analyse critically	2	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

**Values :**

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

<b>Integrity</b>	<b>Impartiality</b>
<b>Public Service</b>	<b>Transparency</b>

**Qualification**

<b>Essential</b>	<b>Desirable</b>	<b>To be identified by</b>
Time-served qualified tradesperson or NVQ Level 3 or equivalent Building Maintenance qualification or willing to work towards and complete within 12 months of starting in post		Application Form/certificates
To be competent in at least 2 of the following trades (one of which must be joinery, plumbing, electrical or decorating)  Joinery, Plumbing, Electrical, Decorating, Plastering, Roofing, Tiling, Glazing	Apprentice in a Building trade discipline	Application Form / Assessment / Interview
Health and Safety qualification such as IOSH, manual handling or willing to work towards and complete within 12 months of starting in post		Application Form
CSCS certificate or willing to work towards and complete within 12 months of starting in post		Application Form / Interview
<b>Knowledge / Experience</b>		
Working experience of Safe Systems of Working, Permit to Work, or a willingness to undertake training on them within 2 years		Application Form / Interview
Experience in the provision of a high quality multi trade operative service	Experience of working in a Facilities Management Environment	Application Form / Interview
The ability to effectively plan, organise and prioritise workloads to meet timescales	Experience of developing working practices, processes and procedures within a customer service environment	Application Form / Interview
Experience of working in a customer focused environment		Application Form / Interview
Demonstrate Self-Motivation and work as part of a team, share ideas and support team members to deliver a quality service to customers	Working knowledge of GDPR	Interview
Experience of using Microsoft		Application Form /

applications, including MS Office		Interview
Promote and comply with our obligations under the Equality Act 2010, Data Protection and Health & safety legislation in the delivery of service and the treatment of others		Application Form / Interview
<b>Other</b>		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Demonstrate a flexible approach to working practices, hours and willingness to work across the region  Must be available between 08.30 and 16.30		Application Form / Interview
Be physically fit and able to undertake the duties of the role, including manual handling		Medical
Full valid driving licence		Application Form
The ability and willingness to travel on Constabulary business, as required.		Application Form / Interview

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

**Date last updated: 4 May 2022**

## **MULTI TRADE MAINTENANCE OPERATIVE**

### **PROGRESSION ARRANGEMENTS**

**The following arrangements are all subject to the needs of the post and not the post holder and can be superseded by management if there is a demonstrable link to PDR**

#### **LC 5 (bar at SCP 17)**

On appointment

#### **LC 6**

Following successful completion of an appropriate probationary period, and having achieved consistent satisfactory performance assessment at the LC5 grade, the individual must also demonstrate an acceptable level of competence in the following areas:

- Evidence of being a time-served qualified trades person and competent in at least 2 of the listed trades OR evidence of successful completion of NVQ Level 3 or equivalent maintenance related qualification and competent in at least 2 of the listed trades
- Successful completion of IOSH and CSCS training
- Effective and consistent delivery of 95% 'Right First Time' maintenance works across the Constabulary estate.
- Demonstrate understanding of and adherence to safe systems of working, including completion of proportionate level risk assessment and associated method statements.
- Consistently demonstrate a high level of quality, proficiency and competence in delivery of force-wide multi-trade maintenance services.

#### **Note**

Assessable performance will be determined by the post holder's first line manager, evidenced through PDR and supporting analysis of departmental maintenance works data.

It is the post holder's responsibility to apply for progression arrangements by demonstrating that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements