

Post Specification

Post Specification - Key Information

- **Post Title: Specialist Maintenance Operative**
- **Date: May 2025**
- **Post Group Number: 8361**
- **Job Family: Operation**
- **Job Family Role Profile: OP9ii**
- **Final Grade: 10**

To be read in conjunction with the job family role profile.

Service Area Description

Provide general maintenance (planned and re-active) duties across a wide range of disciplines within the Westmorland and Furness District.

Purpose of this Post

The role of a Maintenance Operative within the Directly Employed Technical Team (DETT) is to carry out general reactive and planned maintenance services whilst maintaining high levels of customer satisfaction within Westmorland & Furness Council's property portfolio. The candidate will be expected to deliver the highest of service standards within targets, maintain Health & Safety excellence, and drive to improve service whilst sustaining a safe environment and excellent customer experience.

Key Job Specific Accountabilities

Working closely within DETT to drive performance and quality standards throughout, whilst responding to client requirements and ensuring the service is delivered in a planned and coordinated manner.

To perform extensive maintenance and renewal tasks on a diverse array of materials and components, extending beyond minor repairs.

To execute small to large-scale skilled works projects, including building alterations, improvements, refurbishments, new construction, and both internal and external works. This encompasses tasks such as replacing windows and doors, kitchen replacements, and repairs to fire-damaged properties within the council's housing stock and public buildings

To perform maintenance and repair tasks on a variety of faulty, damaged, worn, or fatigued materials and components, addressing parts of a structure as needed. This includes partial repairs or complete replacements, as well as responsive and emergency work.

On site execution of planned works, carrying out dynamic risk assessments to ensure that works can be safely executed.

To work closely with the Facilities Management team, Assets Team, grounds maintenance and be responsible for providing the essential support that is required to the Corporate Asset Team.

To follow work instructions and safe working practices as instructed by the Maintenance Team Leader

The appointed candidate will be motivated and ensure quality standards are maintained throughout, whilst ensuring the service is delivered in a planned and coordinated manner.

To comply with the councils Health and Safety Policy and Procedures including Safe Systems of Work, Risk Assessments, Manual Handling, Fire Warden Duties and Active Monitoring and Code of Safe Working Practice. Use and maintain all specialist tools and equipment in a safe manner in accordance with all applicable safe working practice codes.

Candidates will be expected to maintain on-site Health, Safety and Machinery Inspection documentation at all times and therefore must be able to demonstrate good written communication and have previous experience of maintaining site records.

There will be a requirement to provide out of hours cover (on-call), including weekends and Bank Holidays to meet the needs of the service and will be subject to a rota system. Note: additional pay to cover on-call is paid in addition standard working pattern.

Maintain and develop good working relationships with customers and clients and provide technical guidance and assistance to internal and external customers and to communicate effectively both written and verbally.

As this is a public facing role, interaction with the public is highly likely and therefore the successful candidate must be able to communicate politely and effectively while promoting the work of the Council and its reputation.

To display a positive attitude and flexibility to react to emergencies, complaints and urgent requests required to meet business needs.

Maintain a clean and tidy working environment including the cleaning of vehicles and components as required.

Assist in maintaining a healthy, safe and secure working environment and act in accordance with the Councils current Health and Safety Policies and Procedures.

Undertake any training required for the post.

Any other duties as may reasonably be requested by the Maintenance Team Leader with the Westmoreland and Furness boundaries. The above duties and responsibilities do not include or define all tasks that may be required by the post holder, these duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None for this role
- **Staff Management Responsibilities:** None for this role
- **Other:** None for this role

Essential Criteria

- **Qualifications:**
- Minimum Level 3 GNVQ or equivalent in any relevant trade

- Time served in a relevant trades background.
- **Knowledge:**
- At least 5 or more years working within the maintenance industry.
- Being able to carry out work in other trades to a satisfactory standard.
- Capability to perform assigned tasks to the quality and efficiency that would be expected of a qualified trades person.
- **Experience:**
- Trained in PASMA, CSCS, IPAF.
- Knowledge of other relevant trades with the ability to carry out other trade tasks successfully.
- Being able to use digital devices.
- Have excellent customer service skills.
- Full UK driving license.
- Ability to work to a deadline.
- Ability to work as part of a team.
- Able to work with minimum supervision.
- Must have a safe working attitude towards work colleagues and service users.

Disclosure and Barring Service (DBS) Checks

- This post requires does require a DBS check
- **DBS Enhanced – Children & Adults**

Job Working Circumstances

- **Emotional Demands:** None for this role
- **Physical Demands:** Physically able to undertake work of a demanding nature and always comply with the Councils manual handling policies, procedures and regulations.
- **Working Conditions:** Working conditions can vary depending on the job criteria. The role will involve both indoor and outdoor working throughout the year

Other Factors: The job role will involve working outside the normal working hours. Potential for night time hours, weekend hours and bank holiday hours.