

## Job Profile

**Job Title: Multi skilled commercial engineer**

**Job Grade: Level 4 Zone 1**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Camden FM service was designed to offer schools and other community sites within Camden a high quality, 'not for profit' making FM service. The ethos of team is to undertake repairs in keeping with 'Right First Time' principles, providing high quality and cost-effective maintenance resulting in minimal service disruption for customers.

The team work closely together to provide innovative solutions to the service vision where every member of the team contributes to this vision. This role is a key part of the team to deliver the high-quality, cost effective service and to find ways to continually develop.

### **About the role**

The post holder will be responsible for carrying out mechanical and or electrical repairs, planned preventative maintenance, renewals and replacements within commercial type buildings ranging including schools, children's centres and other premises of varying sizes. The works will range from routine reactive repairs, planned maintenance, statutory testing and may include some design then installation works.

Works are required to be undertaken in accordance with Industry standards (i.e. SGF20, CICSIE) building and statutory regulations, British standards and manufactures operating and maintenance manuals. The post-holder will be required to use their skill and judgement in diagnosing issues with compliance and asset failures to determine the best solution to resolve repair problems.

A key objective of the role is to ensure the properties are well maintained with no disruption to the customers service because of either plant failure or general repairs and maintenance. This role plays a vital part to ensure that the staff within the properties can focus on educational matters and their service users needs as opposed to building related issues.

## About you

### The post holder will demonstrate:

- Competence and experience within at least two mechanical, electrical or plumbing (MEP) disciplines within a commercial setting, ideally education. Must have a recognised qualification in at least one MEP area i.e. NVQ 3, City and Guilds or other equivalent technical qualifications.
- Ability to undertake other minor craft works as required.
- Practical experience of undertaking a high standard of MEP maintenance, repairs and installation within a commercial setting and or ideally within an education environment relevant to their trade.
- An excellent standard of customer care, communicating always with the customer and colleagues on progress of works, working with the customer co-ordinate works at a convenient day / time to them and acting as an ambassador for the Camden FM service and the Council.
- Ability to ensure follow on repair works are identified, quoted, co-ordinated and planned in where it is not possible to complete within first visit.
- Strong problem-solving skills, diagnosing the causes of building faults and defects to identify the most appropriate solution to be applied to reduce repeat failures, reduce energy consumption, and to ensure the most cost-effective solution is identified in line with 'Right First time' principles.
- Experience, competency and willingness to learn and work with new technologies including handhelds, specialist control equipment, bespoke building software packages and any new building maintenance equipment or plant installed. Utilising the technology to optimise building efficiency.
- Working knowledge and understanding of relevant buildings statutory compliance obligations and ensure all works comply with current regulations and standards. Utilising knowledge to ensure safe systems of work are always followed and competent to draft method statements and assess risks and utilise permits to work in relation to all works undertaken by the post holder.
- Management of own workload effectively prioritising, ensuring SLA's and PPM plans are adhered to, materials are sourced from suppliers and or quotations obtained where necessary.
- Ability to assist with snagging and identifying defects following works from 'others' and ability to utilise detailed drawings, plans and O & M manuals.

- Ability to work closely with management to develop long term building maintenance strategies based on asset condition and lifecycle profiles and to contribute to innovative solutions to improve building, plant and system energy efficiency.
- Accurate and efficient completion and use of electronic device used for works management, including procurement of materials and completion of relevant building log books in connection with the works carried out.
- Ability to identify and work to safe systems and ensuring full compliance with health & safety and environmental regulations are met at all times. Maintaining up to date knowledge and understanding of current standards, regulations and best practice appropriate to your specialist trade

### **Work Environment:**

- The post holder is required to work within schools, children's centres and other commercial type properties to undertake repairs, maintenance and installation works.
- The post holder will work independently, managing and scheduling own workload independently with minimal levels of supervision, taking ownership and using initiative to resolve defects and problems.
- Clean driving licence required due to use and responsibility of a Council vehicle, where allocated, and to ensure the vehicle is used in accordance with the Council's policy and procedure.
- The postholder will operate within a complex and occasionally sensitive framework, and confidentiality and discretion must be observed at all times
- Work will be required within plant rooms, roofs, offices, classrooms, washrooms and all areas within a property / site including externally. They will be also be required to visit the main administrative offices and meet with colleagues and other stakeholders.
- The postholder will always need to wear personal protective equipment during their works and the role may involve working from heights including from ladders, trestles, hoists, platforms, scaffolds and the like.
- Demand for repairs can vary considerably and at times of high demand staff may be required to work additional hours to their normal working hours in order to meet the needs and requirements of the service.
- Responsible to account for all Council owned equipment, materials, plant and consumable items used, this is to be done through ensuring all material stock processes are adhered to and are fully auditable.
- Work is manual in its nature and post holder is required to be physically fit in order to carry out required duties.
- Core hours are 7am – 5pm working 36 hours a week Working with the team to ensure cover is provided throughout the working week between these hours.

### **People Management Responsibilities:**

- The role does not have any direct staff management responsibilities; however, the post holder is required to take part in appropriate and relevant mentoring, training and development to support and develop him/herself, colleagues and or apprentices.
- Support may be required to be provided to site staff to assist them in undertaking basic repair and maintenance activities.

### **Relationships:**

- The postholder liaises regularly with internal and external stakeholders. A high level of customer service is required and the post holder is expected to be able to liaise with site staff at all levels including Site officers, business managers and possibly head teachers. There is also liaison with specialist contractors on a regular basis and occasionally consultants.
- Team working is an essential part of the role, close working relationships are required with all direct and indirect colleagues. The post holder is expected to make a positive contribution to support the continuous improvement of the service. This includes actively identifying ways to eliminate waste, improve efficiency and reduce the costs of running the service and buildings.
- The post holder is required to take a flexible and positive approach in delivering the service with a willingness to assist from time to time in areas not directly connected with the main duties and responsibilities of the post.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome

applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

### **Note:**

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.