

Job Profile

Job Title: Senior Technical Officer

Job Grade: L4Z2

Salary Range: £48,969 - £55,797

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 role will ensure Camden's educational and other buildings under its management are maintained to high technical standards, enabling educational services to be delivered from buildings which are safe, comfortable and serviceable. The role will lead on innovative solutions to enhance the buildings in relation to repairs, maintenance, sustainability and health and safety. The role works closely with contractors to ensure they are delivering the required services both planned and reactive. This role is responsible for the delivery of Camden's FM service to schools, which is part of a range of traded services provided to support schools.

About you:

- Competent to manage contractors for both planned, reactive and technical project works whilst building positive working relationships.
- Ability to understand planned maintenance requirements then working with colleagues and contractors to implement best practice solutions for maintenance.
- Technical ability to physically audit and scrutinise all works of those delivering the FM service to ensure the required repairs and maintenance standards are being adhered to and corrects solutions for issues are being implemented.
- Ability to work closely with other colleagues to build relationships and understanding across the service and wider council in delivering excellent cross service including working with the Asset Management team advising and providing data to feed into life cycle and stock condition programmes.

- Excellent communicator and relationship builder with the ability to influence others to implement improvements to work areas based on industry best practice, new technology, streamlined processes or value for money initiatives.
- Able to provide technical advice and support to customers, colleagues and other stakeholders and explain in a way understandable for all.
- Carry out research, system interrogation, data gathering, extraction and analysis, and interpret and present the results in a range of formats.
- Ensure that relevant Business Intelligence information is collected, held, managed and appraised to inform decision making, policy development and project delivery (including but not limited to a wide range of performance management data, legislative reporting requirements, project information and customer feedback).
- Ability to feed into projects including procurement of term contracts as required to ensure the technical specification meets the best interest of the service.
- Provide project support to a range of projects and service reviews and involvement in the implementation of services and initiatives.
- General ability to manage term contracts for repairs and maintenance.
- Able to project manage minor repair and improvement works ensuring that the Council's procurement processes are followed and that the service is receiving a high-quality value for money service.
- Holds technical mechanical and / or electrical related qualifications.
- Ability to write and speak (both one-to-one and in presentations to meetings) in a style and with conciseness, clarity and focus which communicates effectively to the situation and audience.
- Embraces the use of technology to assist with work areas, provides innovative solutions and advises on the development and implementation of new technology initiatives around building related matters.

Work Environment:

- The job holder will be required to carry out regular and frequent visits to schools, children's centres and other properties under the management of the service to inspect services, meet with school staff, and occasionally to visit dirty and noisy building sites and to wear personal protective equipment, also with meetings in other Council offices.
- The post holder will be required to be contactable for emergencies out of hours which may happen occasionally
- The post-holder will be required to work in an 'agile' way in line with Camden's policy of a paperless and flexible work environment, which may include working at home for part of the week.
- The postholder will operate within a complex and occasionally sensitive framework, and confidentiality and discretion must be observed at all times.

People Management Responsibilities:

The post holder is not directly responsible for people management however they will be responsible for applying and supporting colleagues to have good awareness of, and work in compliance with, all Council policies, standards, finance, procurement and legal requirements, and technical best practice, and proactively contributing to continuous improvement of the service.

The post holder is required to take part in appropriate and relevant mentoring, training and development to support and develop him/herself and colleagues and working with colleagues to manage performance in accordance with and using the tools from Camden's performance management procedures.

Relationships:

- The postholder liaises regularly with internal and external stakeholders. There is also liaison with and management of contractors on a regular basis. A significant proportion of the role is about understanding and meeting technical regulations and codes of practice, as well as schools and children's centres operational needs as well as Council objectives. The post holder needs to have strong leadership and inter-personal skills, the ability to develop strong networks and working relationships and use them to good effect.
- Regular contacts may include: head teachers, chairs of governors, school site officers, heads of service and other service managers in both Property Management and across the Council, senior officers, representatives from external organisations, and the Council's communications teams.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

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

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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). 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 or post to 5 Pancras Square, London, N1C 4AG,