

Job Description

Job title	Workplace Technician
Profession	Property Maintenance & Technical Assurance
Band	F
Directorate	CPTO (HSE Assurance and Workplace)
Accountable to	Workplace Manager - Technical

Job Purpose:

The role will contribute to the management and maintenance of group offices and provide additional support to other offices as required. Act as the workplace representative whilst on site and liaise between customers and contractors, ensuring that a high level of customer service is provided, and a professional service is delivered.

The role will take ownership of sites and be accountable for maintaining high levels of service delivery with attention to detail. Focus will be on self-delivery wherever possible. Accountable for the portfolio of workplaces in the region.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by Workplace Manager - Technical, this role will deliver key accountabilities. Coordinate with peers and workplace Manager - Technical to ensure consistency of approach and service delivery across all workplaces.

Key Accountabilities:

- Manage the programme of routine maintenance internally and externally to the fabric of the offices and buildings in a designated region, including the upkeep of parking and landscaped areas and management of storage areas.
- Carry out routine workplace checks on buildings in your division as per the agreed workplace service level agreement. Includes internal and external facilities – cleaning/maintenance standards.
- Proactively look at all areas and carry out works as required or raise works orders for specialist assistance. Upload all documentation and liaise with manager on any major issues raised to agree action plan.
- Undertake a wide range of repair work, including joinery, plumbing (non-qualified jobs such as unblocking sinks/toilets etc), internal painting and offering a general repairs and maintenance service within our offices. Ensure COSHH is in place for any chemicals used.

- Oversee contractors working on site, ensuring that appropriate risk assessment method statement (RAMS) is in place and permit to work system has been followed where necessary. Follow up with contractor on remedial or additional works required.
- Source materials and raising of orders on Agresso as required.
- Assist in security arrangements for the organisation by testing fire and panic alarms, changing locks, door codes and monitoring car park access.
- Occasionally attend site out of hours to supervise contractors or undertake servicing tasks.
- Assist with office refurbishments, moves or restructures, as required.
- Respond to requests raised on the helpdesk within the agreed SLA response time and follow through with request or raise works orders for specialist contractor.
- Act as central point for goods inwards, verifying accuracy of delivery for quality and quantity. Ensure goods are delivered to end recipient or stored appropriately. Log details where necessary, allowing for ease of retrieval of information.
- Layout meeting rooms to match customer requirements and ensure serviceability of presentation equipment, liaise with IT where required.
- Ensure standards are maintained within meeting rooms, welfare facilities and reception areas and act upon requests for assistance where needed.
- Manage storage areas within the building, maintaining effective use of space.
- Maintain printer paper, stationery, and consumable stock levels.
- Ensure general, recycled, and confidential waste is managed effectively.
- Cover for other workplace technicians across the team during absence, peak periods or as work requirements dictate.
- Work with the Workplace Manager - Technical on a programme of training and knowledge sharing, whereby cover can be provided across all areas, as necessary.
- Ensure that the service has a strong customer focus, with close liaison across all departments to ensure proper co-ordination of the service and excellent customer satisfaction.
- Establish, develop, and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to Sovereign Network Group's (SNG's) corporate objectives.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.

- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Previous experience within a similar role.
- Ability and knowledge to carry out appropriate minor works as required.
- Excellent customer service and people skills.
- Ability to establish, develop and maintain effective working relationships with all work colleagues and contractors.
- Excellent organisation skills, effectively prioritising your work and taking an agile approach.
- Ability to be office based and travel between SNG sites as required.
- Ability to perform physically demanding tasks, including lifting heavy objects and working in confined spaces.

Desirable

- Experience of using Microsoft Office IT systems.
- Experience of using CAFM systems to manage workload effectively.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4426	Sarah Sparkes/ Steven Pearse	13/09/2024	
2.0				