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| Last updated: | September 2024 |

**JOB DESCRIPTION**

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| Post title: | **Maintenance Operative – Carpenter** | | |
| Standard Occupation Code: (UKVI SOC CODE) |  | | |
| School/Department: | Estates and Facilities Directorate | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Community & Operational (CAO) | Level: | 3 |
| Posts responsible to: | Maintenance Supervisor – Carpentry (L3) | | |
| Posts responsible for: | N/A | | |
| Post base: | Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| Carry out a range of programmed, planned and reactive maintenance/repairs on buildings, services, systems, infrastructure, plant and equipment, commensurate with best practice in specialist trade area, training, qualifications and competence, in line with relevant procedures and schedules.  Carry out a first response to customer requests; diagnose faults and either make safe, rectify or refer to supervisor for further action.  Ensure that work is carried out in compliance with all applicable procedures, safe working practices, statutory requirements, best practise and established targets. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Maintenance Operations**  Carry out reactive and planned maintenance/repairs to high standards of safety, customer service and efficiency in specialist area:  Maintenance work includes:   * Planned preventative maintenance (PPM) and servicing * Fault finding and repairs * Inspections, testing and surveys * Installation, replacement and refurbishment * Minor projects, modifications and improvements | 60% |
|  | **Teamwork and collaboration**  Utilise Computer aided facilities management (CAFM) software to plan/schedule and prioritise own workload. Complete work records and liaise with the Helpdesk as necessary to report work progress, delays etc.  Carry out a range of associated but non-trade specific tasks as required by the Maintenance Operations Manager/Supervisor e.g. cleaning and tidying work areas, ordering and collecting parts/materials, assisting other trades, driving/delivering, attending/assisting safety drills etc.  Instruct/advise/mentor Apprentices, as appropriate. | 15% |
|  | **Stakeholder Management & Technical Support**  Liaise with Building Managers, departmental representatives and other building users to arrange access to work areas.  Assist/accompany contractors and specialist service providers carrying out inspections, testing, surveys etc.  Participate in the handover and commissioning of new plant and equipment; | 10% |
|  | **Compliance and Health & Safety**  Ensure that all work is carried out in compliance with specific legislation and working procedures in specialist area and in accordance with relevant health and safety guidelines.  Ensure that essential risk assessments and method statements (RAMS) are in place; where necessary, carry out dynamic risk assessments; ensure that permits to work are in place where necessary. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Maintenance Manager(s) and Supervisor(s)  Maintenance Operations Manager  Helpdesk  Stores  Building Managers and departmental representatives  External contractors, suppliers and service providers  Other members of University Staff, both academic and professional services as and when needed |

| Special Requirements |
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| Maintenance work including inspections, investigations and surveys will often be undertaken in plant rooms, switch rooms, ducts, roofs etc. where access may be awkward, with possible restricted head room, heat, dust, fumes and noise; personal protective equipment and safety clothing is often required; use of ladders may be required. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 in relevant trade discipline, or proven relevant experience and/or on the job training within a maintenance related trade or discipline.  Experience of applying understanding of specialist technical equipment, processes and procedures. Including fault finding and using diagnostic equipment, drawings, manuals to assess and safely remedy.  A good working knowledge and understanding of relevant statutory regulations relating to buildings and engineering infrastructure, plant and equipment.  Practical experience and understanding of relevant Health and Safety legislation and best practice. | Experience of providing frontline customer service with an ability to communicate effectively. | Application/Interview |
| Planning and organising | Ability to plan, prioritise, programme, schedule and organise own work to meet established targets and customer needs; optimise efficiency and productivity.  Ability to work flexibly to respond to changing demands. Priorities and circumstances. | Experience and understanding of CAFM/Helpdesk systems and their use as a planning tool. | Application/Interview |
| Problem solving and initiative | Ability to analyse problems and breakdowns and take appropriate remedial actions.  Experience of using own judgement to find solutions and ideas in order to solve technical problems. |  | Application/Interview |
| Management and teamwork | Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together. | Ability to effectively allocate to, and check work of staff, coaching/training and mentoring staff as required. | Application/Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs.    Able to offer proactive advice and guidance on technical processes and procedures.  Able to establish and build good working relationships with a wide range of stakeholders within own department, throughout the university and externally.  Good interpersonal and communication skills. |  | Application/Interview |
| Other skills and behaviours | Willingness to undertake training for specialist systems and to keep qualifications current. |  | Application/Interview |
| Special requirements | On call / out of hours working  Full UK Driving Licence |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR (Human Resources) will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | X |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) | X |  |  |
| ## Potential for exposure to body fluids | X |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) | X |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: | X |  |  |
| Frequent hand washing | X |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV) | X |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) | X |  |  |
| ## Vibrating tools (e.g.: strimmer's, hammer drill, lawnmowers) | X |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | X |  |  |
| Repetitive crouching/kneeling/stooping | X |  |  |
| Repetitive pulling/pushing | X |  |  |
| Repetitive lifting | X |  |  |
| Standing for prolonged periods |  | X |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) | X |  |  |
| Fine motor grips (e.g.: pipetting) | X |  |  |
| Gross motor grips | X |  |  |
| Repetitive reaching below shoulder height | X |  |  |
| Repetitive reaching at shoulder height | X |  |  |
| Repetitive reaching above shoulder height | X |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | X |  |  |
| Lone working | X |  |  |
| ## Shift work/night work/on call duties | X |  |  |