



Job Description

Job Title:	Facilities Technician		
Department:	Facilities	Location:	UHI NWH
Grade:	NSUP 19-22 £31,567 - £33,405		
Report To:	Facilities Manager / Facilities Team Leader		

Job Purpose:

The post holder will be expected to observe safe working practices ensuring the provision of a safe working environment for staff, students and visitors to the College

- The post holder will provide skilled technical maintenance across the College estate, applying recognised trade skills (e.g., joinery, plumbing, or similar) to undertake repairs, alterations and project works that require a higher level of technical competence than routine facilities tasks.
- Working with a significant degree of autonomy, the Technician will diagnose faults, undertake complex repairs and support the delivery of planned and reactive maintenance across multiple campuses.
- The role will be primarily based near to one of our large campuses but will be required to travel periodically to other sites to provide technical expertise and undertake packages of maintenance works.
- Overseeing and implementing of pre-planned and routine maintenance of facilities.
- Providing facility and maintenance support including ensuring the security and general appearance of the buildings and surrounding areas are maintained in accordance with the required standards and that building systems operate at optimum efficiency.

Context

The role will join an estates team lead by a Facilities Manager or Facilities Team Leader whose function is to ensure the safe and reliable running of the UHI NWH estate.

Key Accountabilities

The role holder shall report directly to the Facilities Manager or Facilities Team Leader operating under the Head of Infrastructure.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

Technical Maintenance

- Undertake skilled trade maintenance work (e.g. joinery, fabrication, fitting, building repairs or equivalent) across the College estate.
- Diagnose building fabric and infrastructure faults and determine appropriate repair solutions.
- Carry out refurbishment works, alterations, and installations that require skilled trade experience.
- Provide technical advice to the Estates and Facilities Managers and wider facilities team regarding repair options and maintenance approaches.
- Oversee or guide Facilities Operatives when undertaking tasks requiring technical oversight.
- Ensure all technical work complies with relevant building standards, health and safety legislation and College procedures.

Facilities and Grounds Maintenance

- Participate and contribute to the development of the College planned maintenance policy.
- Ensure supplies of consumables and small DIY sundries are always in stock.
- Liaise with Contractors as and when required, e.g. grounds maintenance, window cleaning, installation servicing, reactive maintenance etc.
- To undertake monitoring and maintenance checks (for which training will be given) and maintain records for:
 - Building water services as part of the Legionella Control Program in accordance with ACoP L8. (requires ACoP L8 training).
 - Portable appliance testing (PAT) to meet legislative requirements
 - Emergency lighting system checks
 - Fire door checks
- To ensure the efficient and effective operation of the boiler systems as part of essential heating and hot water service requirements.
- Ensure fuel (i.e. gas, oil and biomass) is in supply at all times.
- Maintain appropriate internal and external College signage.
- Maintain external areas ensuring the waste management area and common spaces are clean, in good order and in winter paths and entrances are clear of snow and ice.
- Carry out basic reactive plumbing, carpentry, painting and maintenance repairs as identified in the Facilities Unidesk Reporting System.

Security

- Ensure adequate security of the building on a day-to-day basis.
- Monitor and maintain the intruder alarm user log, carry out key audits and maintaining control over who has access to the building.
- Provide emergency out of hours cover as part of a shared call out response.

Learning Centre Support

- To support Customer Services in the setting up of equipment and furniture in seminar rooms.
- Liaise with the Learning Centre Managers to ensure provision of a facilities and maintenance support function is available at each College Centre.

Admin

- Maintaining accurate records, completing logbooks, updating the repairs job ticketing system and requisitioning materials.

Health & safety issues

- Be pro-active to any potential site risks & hazards on a daily basis.
- To ensure all health and safety and emergency procedures are in place.
- Participate as part of the fire warden team for the premises.
- Ensure clear and safe pedestrian access to the College particularly in adverse weather conditions.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

This list of duties is not intended to be exhaustive but simply highlights several of the major tasks of the post. The post holder may be required to undertake additional duties, which might reasonably be expected of them, and which form part of the function of the post.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

Appendix: Personal Attributes Framework

Leadership

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Demonstrable time-served experience in a recognised building trade (e.g., joinery, plumbing, electrical or similar). 	<ul style="list-style-type: none"> Relevant trade qualification (SVQ, City & Guilds, or equivalent).
Experience	<ul style="list-style-type: none"> Significant practical experience carrying out maintenance or construction work within a recognised trade. Experience diagnosing building fabric or infrastructure faults and undertaking appropriate repairs. 	<ul style="list-style-type: none"> Experience working within a facilities, estates or maintenance environment in a large or multi-site organisation. Experience of dealing with people in a customer service / customer facing position.
Knowledge & Skills	<ul style="list-style-type: none"> Competence in carrying out skilled repair and installation work to a professional standard. Ability to interpret maintenance requirements and determine appropriate technical solutions. Good understanding of health and safety practices relevant to trade work. 	<ul style="list-style-type: none"> Experience supervising or guiding others undertaking maintenance tasks. Basic IT literacy Good organisational skills
Personal Qualities*	<ul style="list-style-type: none"> Ability to act as ambassador for the College in high level external contexts Also: see personal attributes framework 	
Other	<ul style="list-style-type: none"> Commitment and ability to undertake and/or continue professional development in a relevant discipline Clean driving licence Be willing to work flexible hours when necessary to meet requirements of the post Be willing to regularly travel on college business, between centres, UHI and within Scotland Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 35 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This is a full-time, permanent post.
Salary	The salary for this post is on Support Scale Point 19-22, (£31,567 - £33,405 per annum)
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Thurso Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

