

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



## PERSON SPECIFICATION

JOB TITLE: Maintenance Officer

| Factor                     | Criteria No | Criteria                                                                                                                                  | Ranking                   | Criteria to be tested by...(tick as appropriate) |           |              |                       |                        | Certificate |
|----------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------|-----------|--------------|-----------------------|------------------------|-------------|
|                            |             |                                                                                                                                           | (Essential/<br>Desirable) | Application<br>Form                              | Interview | Presentation | Practical<br>Exercise | Work Simulated<br>Test |             |
| Education & Qualifications | 1           | Good standard of education to GCSE level (A-C) in English and Mathematics                                                                 | E                         | X                                                |           |              |                       |                        | X           |
|                            | 2           | PAT Testing Certificate or willingness to undertake training                                                                              | E                         | X                                                |           |              |                       |                        | X           |
|                            | 3           | Health & Safety training, including manual handling and working at heights                                                                | D                         | X                                                |           |              |                       |                        | X           |
| Experience                 | 1           | Experience of prioritising tasks to meet deadlines                                                                                        | E                         | X                                                | X         |              |                       |                        |             |
|                            | 2           | Proven experience of providing general maintenance & repair duties                                                                        | E                         | X                                                | X         |              |                       |                        |             |
|                            | 3           | Experience of a wide range of groundworks, eg strimming, fencing, paving, grounds maintenance                                             | D                         | X                                                | X         |              |                       |                        |             |
|                            | 4           | Experience of diagnosing maintenance issues in premises                                                                                   | E                         | X                                                | X         |              |                       |                        |             |
|                            | 5           | Experience of providing service in a customer facing role                                                                                 | D                         | X                                                | X         |              |                       |                        |             |
|                            | 6           | Experience of working with contractors                                                                                                    | E                         | X                                                | X         |              |                       |                        |             |
| Knowledge                  | 1           | Knowledge of health and safety standards and good practice                                                                                | E                         | X                                                | X         |              |                       |                        |             |
|                            | 2           | Understanding of manual handling safe practice                                                                                            | E                         | X                                                | X         |              |                       |                        |             |
|                            | 3           | Knowledge of AV and Business Management Systems                                                                                           | D                         | X                                                | X         |              |                       |                        |             |
|                            | 4           | A good understanding of the importance of both positive proactive customer relationships and effective teamwork in a service environment. | E                         | X                                                | X         |              |                       |                        |             |

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|                 |   |                                                                                                         |   |   |   |  |  |  |  |
|-----------------|---|---------------------------------------------------------------------------------------------------------|---|---|---|--|--|--|--|
| Personal Skills | 1 | Good organisational skills with attention to detail                                                     | E | X | X |  |  |  |  |
|                 | 2 | Good communication skills (both written and verbal)                                                     | E | X | X |  |  |  |  |
|                 | 3 | Pleasant disposition and positive attitude, able to deal with a diverse range of people.                | E | X | X |  |  |  |  |
|                 | 4 | Methodical and thorough approach to work                                                                | E | X | X |  |  |  |  |
|                 | 5 | Trustworthy and able act with integrity.                                                                | E | X | X |  |  |  |  |
|                 | 6 | Proficiency in using maintenance management systems and standard office software - Outlook, Word, Excel | E | X | X |  |  |  |  |
|                 | 7 | Able to carry out a range of physical tasks requiring dexterity, manual handling techniques             | E | X | X |  |  |  |  |

|                         |   |                                                                                                                                                      |   |   |   |  |  |  |  |
|-------------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|--|--|--|--|
| Additional Requirements | 1 | Prepared to work hours as an when required, emergency call outs                                                                                      | E | X |   |  |  |  |  |
|                         | 2 | Prepared to work internally and externally, carrying out a variety of maintenance tasks.                                                             | E | X |   |  |  |  |  |
|                         | 3 | A commitment to Equal Opportunities and Diversity in all work practices                                                                              | E | X | X |  |  |  |  |
|                         | 4 | An appreciation and commitment to Health and Safety issues in the workplace                                                                          | E | X | X |  |  |  |  |
|                         | 5 | Full driving licence, there will be a requirement to operate from different office bases which is essential to this role, a vehicle will be provided | E | X | X |  |  |  |  |