**BRIGHTON & HOVE CITY COUNCIL JIN 3210**

**JOB DESCRIPTION**

**JOB TITLE: Maintenance Technician**

**REPORTS TO: Transport Maintenace Team Leader**

**DELIVERY UNIT: City Transport**

**TEAM: Transport Control Centre (Parking Services)**

**PURPOSE OF JOB**

To be responsible for first line planned and responsive maintenance of council parking assets and equipment, ensuring that the assets are maintained to a high standard, reducing down time and ensuring a high quality, value for money service to the public.

To support the Transport Control Centre and wider Parking Services and Transport objectives of keeping traffic moving, providing access and delivering excellent customer services as well as continuously developing the service.

To provide excellent customer services for the council’s car parks. To assist the Transport Control Centre Team Leaders in looking after Parking Services assets and delivering an efficient maintenance service for all of those assets.

**PRINCIPAL ACCOUNTABILITIES**

1. To assist in the management of any contracts, projects and service level agreements required for the operation of car parks and other assets, e.g. cleaning contracts etc.
2. To inspect and carry out regular Health and Safety checks at all Pay and Display sites, Car Parks, Lorry Parks, on-street parking spaces and buildings which fall within the responsibility of the Maintenance Team, to ensure that the facilities are safe. Maintaining records and reporting any serious defects to the Transport Maintenance Team Leader and instructing contractors to carry out essential works.
3. To inspect car parks, on-street parking facilities and parking restrictions for legality and effectiveness of signing and lining necessary to inform the public of the parking controls that exist in the respective facilities.
4. To liaise with Property & Design or other council teams to ensure the effective maintenance of structures, fixtures and fittings in car parks across the city, including negotiating day to day arrangements with contractors.
5. To respond appropriately and sensitively to a wide range of enquiries and complaints from members of the public, other officers, contractors’ staff and other stakeholders including taking appropriate action to resolve, as necessary and appropriate, any issues, ensuring that protocols for communication are effectively established and implemented.
6. To carry out both reactive and preventative daily maintenance checks of parking assets, both on and off street, carrying out any maintenance and repairs as necessary to ensure the asset is maintained to a high operational standard.
7. To respond to fault messages indicated by the Central Monitoring Systems, and complete repairs as necessary reporting any serious defects to the Transport Maintenance Team Leader and instructing contractors to carry out essential works. This would include carrying out repairs to parking equipment on site, wherever possible (which may entail working in adverse weather conditions on occasions).
8. To record all faults, services and repairs to parking equipment and closed-circuit television (this may entail the use of computer equipment). This will include forms for recording Quality Assurance procedures and liaising with the Coin Collection Contractor.
9. To issue works instructions, raise orders and pay invoices where necessary and to check on work carried out and the goods and services delivered.
10. To deputise for the Transport Maintenace Team Leader as required.

**General responsibilities**

To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy. This would include assisting in the achievement and retention of Safer Parking Awards.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

• To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice

• To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

• To ensure that safe premises, equipment and working environments are maintained

Flexibility is vital to the success of the team as the needs of the service change and unexpected situations arise. The postholder is expected to assist where possible in response to such situations to support the team, to foster a project oriented culture and to promote similar flexibility in the way that other staff work within the Transport Control Centre team

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

This job description sets out the duties of the post at the present time.

**PERSON SPECIFICATION**

**JOB TITLE: Maintenance Technician**

**DEAPARTMENT: City Transport**

**TEAM: Transport Control Centre (Parking Services)**

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience**  | * NVQ Level 2 education or equivalent experience
* Knowledge of parking and ticketing machine maintenance
* Good knowledge of the geographical area of Brighton and Hove.
* Knowledge of parking controls and procedures
* Computer literacy, with good knowledge of Word and Excel
* Knowledge of Health and Safety regulations and Risk Assessments
* Experience in electrical-mechanical work or similar with the ability to undertake electrical repairs and to be able to be trained to undertake such repairs.
* Experience in dealing with the public, and dealing with conflict.
* Experience of carrying out Health and Safety checks and Risk Assessments
* Experience on the preparation of clear, accurate procedures and policies
* Facilities / Property maintenance experience
* Experience of dealing with difficult members of the public in a customer service environment.
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| **Skills and Abilities** | * Ability to diagnose and repair machine faults
* Ability to work within a team
* Innovative approach to challenges
* Good customer Care Skills.
* Ability to Carry out software changes to machines to enable tariff changes and any other software changes that may be required.
* To have the ability to install and remove pay and display machines on site using safe procedures in relation to electrical connections and mains power supplies.
* To have the ability to use electronic test equipment to diagnose faults on electronic components, and where feasible to remedy such faults where found.
* To have the ability to provide a lock-breaking service on damaged and vandalised locks, and to be able to implement modifications to parking equipment in order to address determined and changing acts of vandalism and to upgrade performance.
* To have the ability to affix signs to lamp columns and posts, including the use of ladders
* Ability to carry out repeated moderate and occasional heavy lifting.
* Administrative and financial skills
* Interpersonal and communication skills
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| **Equal Opportunities****Health & Safety** | * Embrace and implement the Council’s Equality Policy
* To carry out all duties in accordance with the Council’s Equalities Policies.
* Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training
* Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks
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| **Other Requirements** | * Will be required to work at weekends and outside normal working hours as part of a seven day rota.
* The postholder will be required to present a good image of the Council
* Full clean driving licence.
* Able to work outside in all weather
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