

## Job Description and Person Specification

### Technical Assistant (Eng)

Job Details	
Grade	GRD5
Service	Facilities Management
Location	City Wide
Job Evaluation Code	D2873D

#### About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

Under the supervision of the Compliance Technician and Compliance Manager, offer technical assistance for Mechanical and Electrical Services associated with Coventry City Council.

#### Main Duties & Key Accountabilities

Managing database systems for mechanical and electrical services owned or handled on behalf of Coventry City Council to ensure operational efficiency.

Assisting in the development of these systems as required to optimise overall effectiveness and improve functionality where necessary.

Maintaining an electronic register/ asset database of all mechanical and electrical systems in Coventry City Council buildings
Providing assistance to Compliance engineers and technicians in overseeing internal and external contractor activities through generating monthly monitoring reports. Identifying survey recommendations and implementing suggested remedial actions while preparing details for planned programmes of work related to mechanical and electrical services.
Assisting with verifying contractor payment requests, processing invoices, and credit notes in accordance with the contract and Coventry City Council payment terms.
Organising all mechanical and electrical documentation, including maintenance certifications, remedial actions, risk assessments, reviews, and training records, ensuring electronic storage and regular updates.
Conducting pre-contract premise surveys upon client request, related to building schemes managed by the Council, including evaluating findings and implementing necessary actions.
Providing support and assistance to consultants, contractors, and Coventry City Council staff regarding matters related to Mechanical and Electrical services.
Providing monitoring data related to "key performance indicators" specific to the designated service area.
Contributing to the development of H&S policy in respect of the implementation of mechanical & electrical compliance advising on policy issues.
Assisting with organising inspection schedules to minimise interruptions in engineering services provided to the end user.
Providing support to the Compliance Technician and Compliance Manager in delivering comprehensive services, including capital programmes and planned preventative maintenance repair services.
Assisting the Compliance Technician in managing the school's yearly service programme by coordinating with contract supervisors and area surveyors.
Ensuring timely distribution of service programme offers and addressing inquiries raised by school administrative professionals promptly.
Preparing statistics / reports relating to inspections as required.
Providing exceptional standards of customer service.

### Key Relationships

External:	Customers, Contractors, Members of the Public Landlords, Key
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	Stakeholders eg Government Departments
Internal:	All Service Areas, Members

### Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

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## Person Specification

### Requirements

Knowledge	Good understanding of asset management database systems
	In-depth knowledge of payment processes and associated requirements
	Outline knowledge of engineering and building services installations.
Skills And Ability	Well-developed inter-personal skills to engage with service users and able to , develop and maintain working relationships
	Able to carry out work of complex nature with minimum supervision and to identify and implement effective solutions to problems using own initiative
	Exceptional verbal, written, and interpersonal communication abilities, capable of engaging with and delivering presentations to a varied audience within the organisation and stakeholders.
	Able to work effectively and co-operatively as part of a team to achieve overall team goals.

Experience	Experienced in the day to day use of asset management data bases and general IT systems
	Customer service, identifying customer requirements, planning and implementing responses
	Experience in service performance monitoring and reviews
Qualification	Higher / further / appropriate educational qualifications or demonstrable equivalent experience .
Special Requirements	Able to drive and possess a current full driving licence.
	Willingness to work flexibly to meet the requirements of the service and attend some meetings etc outside of normal working hours
	This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.