

Job Title:	Building Services Technical Officer (Higher)
Salary:	Circa £37,510 per annum B2(J1)
Team:	In House Services and Estates – PMST
Number of Posts:	2
Contract Type/Duration:	Permanent

Team Information

The In-House Services team aims to deliver a comfortable, safe and efficient environment for Members, their staff and staff of the House to work in; as well as providing a welcoming and functional environment for all visitors to the House of Commons.

Parliamentary Maintenance Services Team (PMST), within In House Services (IHS), consists of approximately 115 in house staff and a large number of contractors who maintain the Parliamentary estates (Commons & Lords) buildings, engineering systems and furnishings in order to ensure a fully functioning, safe working environment, equipped for the demands of the 21st century. And, what an estate it is. Consisting of buildings that range from the historic Palace of Westminster to the modern Portcullis House, it's located within a UNESCO World Heritage site and spans four conservation areas.

The Reactive Works Team are responsible for managing repairs across the Estate via a mixture of in-house craft persons and contractors.

Technical Officers generally manage the more complex repairs and minor works including specifying work and supervising contractors as well as liaising with customers.

Job Information

The post holder will initially manage a wide range of building services repairs across a range of outbuildings including providing technical specifications, supervising contractors (and on occasion in house craft persons) checking work for quality and safety and liaising with customers.

Responsibilities

Work Management

1. To allocate assigned works via the Estates IT system (Planon) to the most effective resource available.
2. To manage assigned works ensuring they are carried out to required standards and taking effective action to ensure all Service Levels are met.
3. To identify required works in order to maintain the Estate in a safe and effective manner, recording requirement on Planon and/or the Forward Maintenance Plan.
4. To provide Technical specifications and clarifications etc as required for contractors to cost and carry out work correctly.

Health and Safety

1. Seek actively to prevent accidents and enforce safety rules and regulations particularly in respect to statutory maintenance activities.
2. Ensure all safety processes such as risk assessments, permit to work systems etc are in place and are followed in accordance with statutory regulations and House procedures
3. Ensure safe supervision, monitoring and control of delegated works to maintain a safe place to work for all persons using the Parliamentary Estate in so far as dangers arise from Team activities.

Communications

1. Ensure adequate communications with contractors, stakeholders etc to ensure work progresses safely & effectively at all times.
2. Provide feedback to helpdesk staff and customers on any delays as and when they occur
3. Attend customer and contractor progress meetings and ensure all requirements are recorded and actioned as required and feedback provided.

Budgets and Procurement

1. Manage delegated budgets responsibly in compliance with all relevant legislation and House standards.
2. Source and manage specialist services brought in as required from approved supplier list or framework in accordance with House procurement regulations.

IT

1. Use a wide range of Microsoft IT packages such as Word and Excel to prepare reports and communicate with colleagues etc
2. Operate the Estates CAFM IT system (Planon) to check for allocated works daily and update accordingly, produce contract performance data and export into Microsoft excel
3. Operate the Estates BMS system (Trend) to check environmental temperatures and for faults etc daily
4. Use Finance system (HAIS) to raise and progress finance orders and manage delegated budgets etc

Other

1. Disaster Recovery: To assist with salvage procedures contributing to specifying Disaster Recovery equipment, spares and new parts and assist in the event of any incident.
2. Attend meetings with clients, contractors and staff.
3. Other duties within posts and personal capabilities as appropriate to the pay band as directed by PMST managers such as covering for colleagues on leave, undertaking special projects etc

Note: All B2 (J1) posts within PMST are considered interchangeable

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level or higher, as described in the job description. All successful candidates are required to pass these checks before an offer can be confirmed.

You should be aware that if you have resided outside of the UK for a total of more than two of the last five years, you are not eligible to receive security clearance to work on the Parliamentary Estate.

Hours

We offer a range of flexible working options and actively encourage applications from candidates expressing a wish to perform the role in a flexible working arrangement such as part-time working, job-share and compressed hours.

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The exact daily times of attendance will be agreed with line management.

Workplace Adjustments

As an inclusive employer, the House of Commons supports individuals in need of workplace adjustments. The workplace adjustment process prevents, reduces or removes problems you might face at work. Adjustments can be requested to help with obstacles relating to mental health, and physical or non-physical requirements. You can request a workplace adjustment if you have a disability and/or experience a difficulty or disadvantage in your workplace.

Hybrid Working

Our mission is to support a thriving parliamentary democracy – and today more than ever, this means being ready to carry out our essential functions in Westminster and elsewhere. Since 2020 our workforce is involved in developing new, business resilient capabilities for hybrid working. We support colleagues to deliver excellent services on the Parliamentary Estate and remotely, while the balance of location varies according to the requirements of each job role.

If you are selected for an interview, please discuss the working arrangements for this role with the interview panel.

Application and Selection Process

Further details will be provided if you are successful at the initial application stage.

We may ask you to complete a test, presentation or other assessment as a part of your recruitment process.

If you are invited to interview, we will ask you a combination of competency questions and role specific questions solely based on the criteria below. Any presentation or test requirements will be clearly communicated to you well in advance of your interview.

As a Disability Confident Leader, it is important that we are able to make appropriate arrangements or adjustments where necessary in order to create a full and equal participation in the selection process. If you require any reasonable adjustments, please contact the recruitment team to see how we can meet your needs.

Our Values

The House Service is proud of our organisational values, which will deliver our strategy. We are looking for people who can bring these values to life:

Inclusive: We value everyone equally; We respect each other; We all have a voice.

Courageous: We try new things; We own our actions and decisions; We learn from our mistakes.

Trusted: We trust each other to do a good job; We are impartial; We build confidence in Parliament with our integrity.

Collaborative: We share our knowledge and experience; We work towards a shared vision; We know we work better in a partnership.

Skills and Experience

Criterion 1

- NVQ Level 3 in an Electrical or Mechanical Building Services related discipline along with demonstrable experience of managing engineering services in a complex environment.
- Qualified to RQF level 3 in Building Services related discipline or relevant demonstrable experience of working within a building services environment.
- Demonstrable working knowledge of engineering Health & Safety issues in a maintenance/construction environment.

Criterion 2

- Excellent interpersonal and communication skills (written and oral) and also have the ability to relate to people. Promotes a culture of diversity and inclusion.

Criterion 3

- Must have the ability to work well under pressure and able to prioritise and plan your own and staff's workload.

Criterion 4

- Working knowledge in the use of various IT software packages including Word, Excel, Fault Reporting Systems and CAFM and BMS System.
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