

**Job title:** Technical Services Coordinator

**Line manager:** Technical Services Supervisor

**Grade (if applicable):** 4

**Direct reports:** 0



## Role purpose:

Supporting a busy Facilities function to provide effective technical fabric and portering support across the portfolio.

The Technical Services Coordinator will be responsible for providing a technical support providing an efficient and effective support service to properties across the corporate estate.

Taking a proactive and coordinated approach to the ensure the general upkeep, appearance and compliance of properties are maintained to a good standard. Reporting to the Technical Services Supervisor, they will work closely with helpdesk, the facilities managers and the workplace team always ensuring they reflect the values and standards of the Peabody Group.

### Key results:

- Undertaking minor items of repair and maintenance to the fabric of the buildings and minor repair of fixtures and fittings.
- Undertaking basic planned preventative maintenance on site, including but not limited to proactive and reactive work.
- Completing compliance PPMS including PAT testing, water testing etc.
- Complete full building inspections on a regular basis to ensure standards and compliance are met.
- Carrying out basic technical repairs as required.
- Follow a proactive schedule of painting and decoration to ensure a good level of presentation across the portfolio.
- Perform landscaping tasks to the external building to ensure upkeep is in line with presentation standards.
- Escalate out of scope works.
- Log and action service/reactive requests raised through the helpdesk, in a timely manner, working with in facilities service level agreements (SLAs).
- To support the management and closing out of compliance activity including FRA works.
- Be proactive in bringing suggestions or ideas to the team.
- To act as the building fire marshal and first aider when on site
- To be able to step up and provide cover in the operations team as and when needed.
- Any other tasks essential to the smooth running of the property portfolio including supporting moves and changes, portering, room set up and other FM activities.

### Success metrics:

- Compliance KPI's met.
- Helpdesk KPI's met.
- PPM KPI's Met.
- Customer satisfaction.
- Personal objectives met.
- Properties are in good operational and decorative order.

## About you:

### You will be:

- A good communicator at all levels (written & verbal) and an active listener.
- Able to interpret information and to problem solve.

**Version Date:**

**Signed off by:**

- Self-motivated and able to work on own initiative in a team environment.
- A good organiser.
- Collaborative and great at influencing.
- Able to use all standard MS Office apps and have good technological awareness.
- Able to work under pressure and meet deadlines and targets.

**You will have:**

- A full driving licence as this role requires driving a company van.
- A Solid understanding of basic maintenance and handyman type fabric works and repairs within an FM environment.
- Strong customer service focused background with a clear understanding of the corporate environment.
- Experience of working in a similar role, supporting a property portfolio within an operations team.
- A good understanding of health and safety legislation and statutory regulations and approved codes of practice (ACOP); fire, legionella, asbestos, gas, electricity etc
- IOSH Managing Safely or equivalent (desirable).
- Statutory building compliance courses I.e. C&G Legionella Awareness training.