

JOB DESCRIPTION & PERSON SPECIFICATION

JobTitle:	Property and Estates Technician Assistant	Status:	Live
Reports To:	Assistant Property and Estates Manager	Date Effective:	March 2025
Function:	Property and Estates	Grade	4

ROLE & PURPOSE OF JOB:

The Property & Estates Technician Assistant will contribute to deliver an effective and efficient maintenance provision over a 7-day operation across the Humber Bridge Board (HBB) property and estates. This includes ensuring assets are maintained in a safe and serviceable condition in line with company strategies and current legislation, works are carried out to the appropriate quality and the use of the estate by third parties is done so safely.

The postholder will ensure the Humber Bridge Board Health and Safety requirements are implemented to ensure compliance with the Health and Safety at Work Act 1974.

PRINCIPAL ACCOUNTABILITIES:

1.	<p>Execution and Delivery of Service</p> <p>Provide a comprehensive efficient and effective service to the Property and Estates team to drive continuous improvement, acting in a timely manner and in accordance with policy and legislation</p> <ul style="list-style-type: none"> • Assist contractors and visitors with access and ensure building and estate security liaising with HBBs Operations department ensuring safe environment is maintained • Carry out low level out reactive and routine maintenance tasks including basic repairs (eg loose door handle) across the Property and Estate using basic tools (eg drill) • Carry out basic checks and inspections identifying faults/defects and report or repair as appropriate • Support events taking place on HBB estate • Understand and execute personal responsibilities in relation to Health and Safety • Provide an excellent customer experience to all users and visitors, ensuring public areas are kept in a safe and serviceable condition • Carry out facilities related tasks such as cleaning, monitoring and top up of supplies, flushing of outlets • Carry out estate maintenance to include such tasks as sweeping, bin emptying, skip monitoring, ensuring areas are kept clean and tidy at all times • Carry out grounds maintenance tasks such as hedge trimming, strimming, culvert clearance, fencing or path repairs
2.	<p>Support Framework</p> <p>Operate within the Property and Estates Framework with transparency, consistency and fairness across the organisation. Whilst supporting the business and department goals, promote continuous improvement, enhanced productivity, staff welfare and engagement and foster a safe place to work.</p> <ul style="list-style-type: none"> • Provide assistance in coordinating work in line with own duties • Provide support in other teams in the execution of their duties as required • Support the achievement of the department KPI's and asset management strategy

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3.	Workstream Planning <ul style="list-style-type: none"> ● On the instruction of the Property and Estates Assistant Manager, ensure the correct resources are available for the daily operation ● Ensure that defects are identified, diagnosed, reported, or rectified during day to day activities ● Work collaboratively as part of a team to provide seven-day operation ● Work within the parameters of current risk assessments, method statements ensuring deficiencies are reported
4.	Reporting <ul style="list-style-type: none"> ● Accurately record and provide information and data for asset management purposes (eg complete job cards) ● Carry out defect identification and reporting ● Provide information in line with KPI's to contribute to and improved service
5.	Compliance and Statutory Obligations <ul style="list-style-type: none"> ● Comply with Humber Bridge Acts 1959 and 2013 ● Comply with the Humber Bridge Byelaws ● Comply with audit protocol ● Comply with Data Protection and General Data Protections Regulations (GDPR) and ensure the security of employee information in accordance with legislation and best practice.

CORPORATE RESPONSIBILITIES:

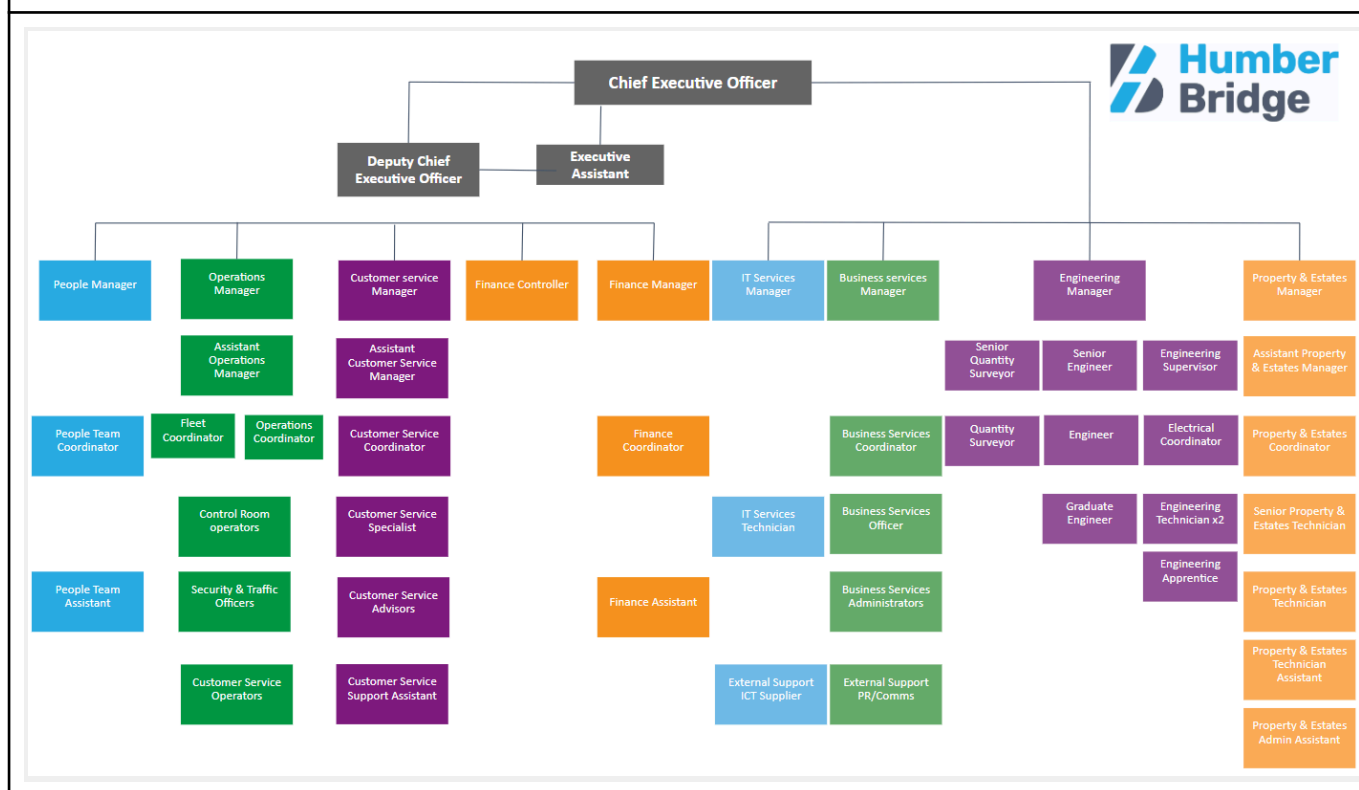
1.	GENERAL The above principal duties and responsibilities do not include or define all the tasks which may be required to be undertaken. The postholder must be flexible to ensure the operational needs of the organisation are met. This includes the undertaking of duties of a similar nature and responsibility as and when required.
2.	DIGNITY AT WORK To show, at all times, a personal commitment to treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes equal opportunities across the business.
3.	HEALTH AND SAFETY The Health and Safety at Work etc Act 1974 and associated legislation places responsibilities for health and safety on the Humber Bridge Board, as your employer and you as an employee. In addition to the Board's overall duties, the post holder has personal responsibility for their own health, safety and wellbeing and that of other employees; additional and more specific responsibilities are identified in the Board's Health & Safety policy and associated procedures.

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JOB CHARACTERISTICS: The post has the following characteristics	
✓	Statutory and legislative responsibilities
✓	Proactive job completion

✓	Attention to detail and accuracy
✓	Hardworking and proactive approach to produce high quality work in a timely manner.
✓	Postholder will be required to have a good work ethic and have a good level of fitness

ORGANISATION CHART: The chart shows this post, its peers, reporting lines and management tier



RESOURCE MANAGEMENT:

1.	Direct Responsibility for Staff: None
2.	Responsibility for Customers: Contractors & Visitors
3.	Direct Responsibility for Budgets: None
4.	Responsibility for Physical Resources / Assets: Tools and Equipment

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WORKING RELATIONSHIPS:

1.	Within own Function: <ul style="list-style-type: none"> Team members - engage and communicate on service-related matters.
2.	Within the wider Business: <ul style="list-style-type: none"> Staff - engage and communicate on service-related matters

3.	External Parties to the Business: <ul style="list-style-type: none"> Contractors - communicate delivery of service and safety
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WORKING CONDITIONS INCLUDING PHYSICAL & EMOTIONAL DEMANDS		
	<i>State for each: Not Applicable, Low, Moderate, High, Very High, Intense</i>	Supporting Information (if applicable)
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches, and pains over and above that normally incurred in a day to day office environment).	Very High	
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable, or noxious conditions over and above that normally incurred in a day to day office environment).	Very High	
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.	Moderate	

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The information listed as essential is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.		Essential or Desirable	How identified A - Application/CV C - Certification I - Interview P - Presentation T - Test/Assessment
1.	Qualifications:		
	GCSE C or equivalent, Maths, English	Desirable	A,C
	Standard Driving Licence up to 3.5 tons	Essential	A,C
	Class 2 driving license	Desirable	A,C
	Health and Safety Qualification	Desirable	A,C
	Working at Height	Desirable	A,C
	Specialist certification i.e. - LANTRA, forklift, MEWP, PA1/PA6, NO16 Mirco Excavator.	Desirable	A,C
2.	Relevant Experience:		
	Building services, i.e. HVAC, Fire alarms, Legionella	Desirable	A,I

	Supervision of contractors	Desirable	A,I
	Experience in working in facilities or building and estate maintenance	Essential	A,I
	Working in operational environment	Essential	A,I
	Ability to manage difficult situations	Desirable	A,I
	Traffic Management Experience	Desirable	A,I
3.	Skills (including thinking challenge/mental demands):		
	Basic IT skills	Essential	A,T
	Excellent customers care skills	Essential	A,I
	Practical maintenance skills, diagnosis of faults in building systems.	Essential	A,I
	Drive vehicles up to 3.5 ton	Essential	A,I,C
	Work effectively on own initiative with minimum supervision	Essential	I
	Willingness to take ownership and responsibility and work on own intuitive	Essential	I
4.	Knowledge:		
	Knowledge of Building Services, i.e. HVAC, Fire alarms,	Desirable	A,I
	Working knowledge of Health and Safety practices	Essential	A,I
5.	Interpersonal/Communication Skills:		
	Verbal Skills		
	Good communication, interpersonal and solution resolution	Essential	A,I
	Ability to work collaboratively developing productive relationships internally and across sections	Essential	A,I
	Innovative and proactive in a fast-paced environment with a willingness to adapt.	Essential	A,I
	Written Skills		
	Ability to record accurate information	Essential	A,I
6.	Other: If there aren't any state 'none'		
	Flexible to work out of hours if required	Essential	A,I

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
The requirements listed below are not considered during the job evaluation process but are essential requirements for the role that will be assessed during the recruitment process.

7. Values & Competencies:

The values listed below are all essential requirements for working at the Humber Bridge Board; They are not required to be addressed in your application.



Embedding our values into working practice – Our Behaviours

	Value	Meaning	Supporting Behaviours
	Healthy and safe	Creating a healthy and safe environment for everyone	<ul style="list-style-type: none"> Take responsibility for health and safety Be Supportive, empathetic, and caring Wellbeing is at the heart of what we do
	Unique	We are a regional icon	<ul style="list-style-type: none"> Pride in what we do Demonstrate resilience Embrace flexibility
	More than a Bridge	The bridge is a community, and the community is the bridge	<ul style="list-style-type: none"> Engaged with our community Promote and demonstrate inclusivity Be an ambassador of the Humber Bridge
	Best at what we do	Be the best at what we do and exceed expectations	<ul style="list-style-type: none"> Accountable and behave with integrity Bring a positive attitude Customer focussed in all that we do
	Everyone matters	Everyone is important and everyone matters	<ul style="list-style-type: none"> Respect for everyone Always act with consideration Always work together
	Resourceful	Innovative and efficient in the approach to using our limited resources	<ul style="list-style-type: none"> Innovative in our approach Transparent with our decisions Be efficient to get the best results

9. Disclosure of Criminal Record:

Note: For Standard, Enhanced, Enhanced & Barring List Disclosures the candidate is required to declare full details of everything on their criminal record. In any event where the post holder requires a 'Basic Disclosure' or no disclosure is required, the candidate is required to declare unspent convictions only.

Is a DBS Disclosure Required? Mark as essential if the post holder requires a DBS disclosure with a satisfactory check as a condition of their employment.

No

State type of check required: *no disclosure, Basic, Standard, Enhanced, Enhanced & Barring List Disclosure*

No disclosure but the candidate is required to declare unspent convictions only.

I confirm I have read, understood and agree to the Job Description which outlines the purpose of my role.
I also understand the job description may need to change over time and this will be done by consultation.

Signed by:	
Name:	
Date:	