

**Newcastle-under-Lyme Borough Council**

**PERSON SPECIFICATION**

**Job Title:** Maintenance Person

**Grade:** 8

**Post Ref:** A1004 (JE)

**Date:** 2026-04-14

<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>HOW ASSESSED</b>	<b>DESIRABLE</b>	<b>HOW ASSESSED</b>
<b>(1) Relevant Experience</b>	Experience with building construction methods, general maintenance and a broad understanding of mechanical and electrical systems in a wide range of buildings.	Application form and interview.	Experience of working in various buildings, statutory inspections and around wider M&E systems.	Interview
<b>(2) Formal Academic Qualifications</b>	Trade experience and/or City and Guilds qualification or equivalent in one of the building, mechanical or electrical disciplines.	Application form and Certificates.	HNC in Building Studies as well as any other training on construction methods and mechanical and electrical systems	Application form Certificates.
<b>(3) Vocational Qualifications and Training</b>	Current valid driving licence. Working knowledge of Microsoft applications sufficient to input and retrieve data using packages such as Word, Excel and Outlook for email	Production of Licence. Certificates, interview.	Ability to use AutoCad	Certificates, Interview application form

<p><b>(4) Specialist Knowledge</b></p>	<p>Building construction methods, fault finding and deploying an appropriate repair. Some defect analysis and awareness of the other M&amp;E systems installed in the different building.</p> <p>e.g. Knowledge and awareness of emergency lighting and intruder/fire alarm testing requirements.</p> <p>General Health &amp; Safety knowledge.</p>	<p>Interview.</p>	<p>General Maintenance and construction in buildings.</p>	<p>Interview</p>
<p><b>(5) Special Working Conditions</b></p>	<p>Occasional out of hours work including being on an emergency call out rota (evenings and weekends).</p> <p>Post holder must have access to a vehicle and be prepared to use it for work purposes.</p> <p>All employees are required to comply with the Authority's No Smoking Policy.</p>	<p>Interview.</p>		

<b>(6) Core Competencies</b>	<b>DEFINITION</b>	<b>HOW ASSESSED</b>	<b>LEVEL OF COMPETENCY</b>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>• Has the ability to organise own time effectively and creates own work schedules, prioritises, prepares in advance and sets realistic timescales.</li> <li>• Accepts constructive feedback and makes adjustments accordingly.</li> <li>• Shows an awareness of how their actions affect others.</li> <li>• Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level headed under pressure.</li> </ul>	Interview	2
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance.</li> <li>• Awareness of own shortfalls and takes charge of personal development to keep skills up to date whilst developing knowledge within a particular area through learning legislation.</li> </ul>	Interview	2
<b>Job Knowledge</b>	<ul style="list-style-type: none"> <li>• Is well informed and educated in performing to the level expected for the job.</li> <li>• Seeks to understand how their job supports the strategic direction of the Authority.</li> </ul>	Application Form Interview	2
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicates information clearly, accurately, positively and in a timely manner.</li> <li>• Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.</li> <li>• Demonstrates required skill in all forms of written, oral and technological communication.</li> <li>• Changes communication style and approach to meet the preference of those with whom they are dealing</li> </ul>	Interview	2

<b>(6) Core Competencies</b>	<b>DEFINITION</b>	<b>HOW ASSESSED</b>	<b>LEVEL OF COMPETENCY</b>
	<p>with or of people from diverse backgrounds.</p> <ul style="list-style-type: none"> <li>Explains reasons for the actions and seeks others' opinions.</li> </ul>		
<b>Customer Service and Support</b>	<ul style="list-style-type: none"> <li>Provides excellent service to external/internal customers by focusing on understanding and meeting customer needs.</li> <li>Treats diverse range of customers with respect and understanding.</li> <li>Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Authority.</li> </ul>	Interview	2
<b>Leadership / Management</b>	<ul style="list-style-type: none"> <li>Has the ability to negotiate and influence others to obtain a 'win win' solution.</li> <li>Makes decisions confidently and quickly when necessary.</li> <li>Is aware of risk and uses this knowledge when making decisions.</li> </ul>	Interview	2
<b>Change Management</b>	<ul style="list-style-type: none"> <li>Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibilities.</li> <li>Demonstrates a continuous positive attitude whilst embracing change initiatives.</li> </ul>	Interview	2

<b>(6) Core Competencies</b>	<b>DEFINITION</b>	<b>HOW ASSESSED</b>	<b>LEVEL OF COMPETENCY</b>
<b>Managing Performance</b>	<ul style="list-style-type: none"> <li>• Tackles issues of poor performance by agreeing clear SMART objectives.</li> <li>• Ensures that contractors are clear about their own responsibilities and accountabilities.</li> <li>• Treats mistakes and problems as an opportunity for learning.</li> <li>• Celebrates successes and treats them as an opportunity for learning.</li> </ul>	Interview	1
<b>Treating People Fairly</b>	<ul style="list-style-type: none"> <li>• Has the ability to demonstrate though behaviour and language, commitment to the council's Equal Opportunities Policy, both within the workplace and in service provision.</li> </ul>		2