
JOB DESCRIPTION

Job Title: Facilities Maintenance Officer

Grade: B

Department: Facilities

Main purpose of job:

To assist with all routine/adhoc maintenance tasks, take the lead on grounds maintenance and support in all other areas of Facilities as required, ensuring a safe, secure, and well-maintained environment for staff and visitors.

Responsible to: Facilities Maintenance Manager (FMM)

Budgetary responsibilities: None

Key Job Responsibilities:

- Assist the FMM and On-Site Engineer (OSE) in helping to maintain the functionality and appearance of the buildings to the highest standard possible.
- Take the lead in grounds maintenance at Kings Hill office, including lawn care, planting, and seasonal upkeep and attending necessary training courses as required.
- Conduct building temperature checks and liaise with FMM for adjustments.
- Assist with maintaining stock levels of essential maintenance items. Order stock when required with the help of the Facilities team or procurement.
- Support the Facilities Team and the Executive in maintaining the security of the building.
- To assist/provide cover for the post room or warehouse functions as required.
- Report any building issues immediately to the Facilities & Environment Manager.
- Support both the FMM and OSE to carry out weekly building checks and keep appropriate records.
- Keep maintenance logs updated and ensure compliance with PPM schedules.
- Assist the Facilities Team with larger projects as required
- Continue to look for improvements in all areas of building maintenance, using own initiative whilst liaising with the FMM and OSE.
- Help the OSE and the Assistant Facilities Manager in making sure all PPM's are completed on schedule.
- Respond to all internal requests as quickly as possible, always providing the highest level of Customer Service.
- Develop and maintain strong professional relationships with key suppliers and internal stakeholders.

Health & Safety

- Maintain awareness of Health & Safety legislation and assist with compliance.
- Participate in weekly fire alarm tests and maintain accurate records.
- Complete IOSH and First Aid training (provided if not already qualified).
- Ensure safe use of tools, equipment, and PPE at all times, training will be provided when and if required.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Using common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: November 2025

PERSON SPECIFICATION

Job title: Facilities Maintenance Officer

Date: November 2025

Attributes	Essential ✓	Desirable ✓	How Evidenced ⁺
Experience Previous experience in facilities or building maintenance	✓		RE
Qualifications Basic education NVQ Level 2 in Facilities Maintenance or equivalent	✓	✓	E
Training Willingness to complete IOSH and First Aid training Previous H & S Training	✓	✓	E
Specialist Skills/ Ability/Knowledge Basic maintenance skills; ability to use hand tools and grounds equipment Knowledge of plumbing/electrical systems Microsoft Office proficiency CAFM system experience	✓ ✓	 ✓ ✓	REA
Communication Clear verbal and written communication Customer service experience	✓	✓	AC
Personal Qualities Reliable, and proactive Team player Problem-solving skills Ability to work independently Willingness to learn new technology	✓ ✓ ✓ ✓	 ✓	AC
Special Conditions Ability to work outdoors and perform manual tasks; Willingness to wear PPE and undergo training	✓ ✓		AC
Prior to Appointment All posts: <ul style="list-style-type: none"> • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK 	✓ ✓ ✓ ✓ ✓ ✓		R/E

FCA Approved Posts: <ul style="list-style-type: none"> Standard DBS Check 	✓		
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✓ Tick either the Essential or Desirable column as appropriate for each attribute
 † Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key
 R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment