



## **JOB DESCRIPTION – MAINTENANCE ASSISTANT AND FACILITIES SUPPORT OFFICER**

(37 hours per week – full time)

Starting scale point SCP 10 (currently £27,694) with annual increments to SCP 13, subject to satisfactory performance

Local Government Pension Scheme

### **Main Purpose of the Role**

The Maintenance Assistant and Facilities Support Officer will support the Maintenance Manager in the day-to-day upkeep of Aylsham Town Council's properties, equipment, and open spaces, along with providing customer service to those who hire the Town Council's community buildings, allotments and markets. This role involves assisting with maintenance tasks, repairs, groundskeeping, cleaning, market operations, and general tidying to ensure the town remains well-maintained and presentable. This position also requires a flexible approach and will be required to offer cover for other staff within the small team of council officers.

The role requires the ability to work independently from a job list or as part of a team when needed. The requirements of the customers of the council, such as market traders and hirers of the council's community buildings is often out of hours so flexibility will be required. A full UK driving licence is essential for this role.

The role involves dealing directly with customers of the Town Council, therefore the ability to deal with members of the public in a professional manner is a firm requirement.

### **Specific Responsibilities**

#### **1. General Maintenance & Repairs**

- Carry out minor repairs, painting, basic carpentry, plumbing, and general maintenance tasks.
- Ensure council facilities and open spaces are safe, clean, and in good working order.
- Escalating items of repair that require specialist services or are outside of budget

#### **2. Grounds & Environmental Maintenance, Allotments**

- Grass cutting, strimming of pathways and car parks as required.

- Maintain town planters (watering, planting, and general care).
- Conduct regular fly-tipping checks and report any issues.
- Assist with general tidying, litter picking, and upkeep of open spaces.
- Supporting the Maintenance Manager with maintenance of allotments

### **3. Waste Management & Cleaning**

- Empty town bins and dispose of waste in accordance with Simpler Recycling guidelines.
- Undertake some cleaning duties, including public areas, council buildings, and outdoor facilities.
- Identify when consumables are running low, and report this to the Maintenance Manager for re-ordering

### **4. Community Assets**

- Setting up council community buildings for hirers on a rota basis with other staff
- Ensuring community buildings are open when required, on a rota basis with other staff.
- Check and update town notice boards when needed.
- Clean bus shelters and bottle banks, checking them for damage or maintenance needs, including removal of graffiti
- Support with the rotating of the SAM machines and associated data download and reporting
- Cover weekly markets on a rota basis. This includes
  - Collect market rents, set up barriers, and assist traders when needed.
  - Arranging electricity supply where required
  - Ensure market areas are clean and well-organised before and after events.
  - Reporting breaches of market rules to the town clerk
- Cover the Saturday Market every other month.
- Reporting of issues with community assets which are not under the jurisdiction of the Town Council

### **5. Health & Safety Compliance**

- Support the Maintenance Manager in health and safety checks, including:
  - Fire safety
  - PPE provisions
  - COSHH regulations
  - Play equipment inspections
- Follow all risk assessment procedures and report any safety concerns.

### **6. Equipment & Vehicle Maintenance**

- Assist in maintaining Council-owned tools, machinery, and vehicles.
- Ensure that all equipment is stored safely and correctly maintained.
- Reporting any damage or missing tools or equipment to the Maintenance Manager

## **7. Town Events & Public Duties**

- Assist with the setup, running, and pack-down of town events.
- Support risk assessments and street planning for large-scale public events.

## **8. Other Duties**

- Carry out any general maintenance, groundskeeping, or cleaning tasks as required.
- Undertake any additional responsibilities as directed by the Maintenance Manager or Town Clerk.
- Be prepared to attend training courses to support the role

## **PERSON SPECIFICATION**

### **Essential Criteria**

- Basic knowledge of building, maintenance, or handyman tasks (e.g., painting, carpentry, plumbing, or general repairs).
- Ability to work independently from a job list or as part of a team.
- Physically able to carry out manual work, lifting, and outdoor tasks.
- Experience in grass cutting, strimming, and general groundskeeping.
- Willingness to work early mornings, evenings or weekends on a rota basis
- Ability to follow instructions, safety guidelines, and report issues including PPE compliance.
- Hold a valid UK driving licence.
- IT literate, to enable reporting of safety inspections and accessing maintenance tasks.
- Strong customer service skills.
- Community minded.
- Be a professional representative of the Town Council

### **Desirable Criteria**

- Experience in caretaking, maintenance, or environmental roles.
- Familiarity with risk assessments and health & safety regulations.
- First Aid trained.
- Any relevant trade qualifications (electrician, plumbing, carpentry, or similar).
- Experience of working with local authorities

Candidates with any queries about the role are encouraged to contact the Town Council:

Gavin Watson, Maintenance Manager, 01263 733354 or [maintenance@aylsham-tc.gov.uk](mailto:maintenance@aylsham-tc.gov.uk)

Faye LeBon, Town Clerk. 01263 733354 or [townclerk@aylsham-tc.gov.uk](mailto:townclerk@aylsham-tc.gov.uk)