

# Facilities Services Engineer



Our purpose is to invest in homes and relationships so people can thrive. We believe every customer has a fundamental right to a home that is safe, secure, and warm, and we will never compromise on delivering homes that meet — and exceed — these standards.

Reporting to the Facilities Services Delivery Manager, you will be responsible for overseeing facilities maintenance and the upkeep of communal lighting. Your role will include ensuring full compliance with water safety (including legionella control), fire safety (such as appliance checks and tumble dryer lint removal), and asbestos management. You will carry out a range of tests, checks, and inspections across our communal accommodation blocks and office spaces.

Join Bromford Flagship LiveWest (BFL), a place-based affordable housing provider supporting almost 300,000 customers across the southwest, central and east of England. As the UK's largest provider of new affordable homes, delivering over 3,000 each year, we play a vital role in tackling the growing demand for safe, affordable housing and building a better future for our communities.

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## Responsibilities

- Adhere to all Health & Safety regulations and training across all work locations, and be a responsible driver who never compromises the safety of customers, colleagues, or yourself. Wear the Bromford uniform and appropriate PPE for each activity, following all Safe Systems of Work.
- Comply with Bromford's Water and Fire Safety policies and procedures when carrying out relevant tasks.
- Take a proactive approach to identifying electrical lighting faults, and carry out testing and maintenance of emergency lighting systems.
- Complete repairs to fire door closing systems.
- Maintain compliance with regulations and standards by testing and servicing fire alarm systems, fire extinguishers, fire blankets, and related detection equipment.
- Conduct compliance-related testing, inspection, and maintenance of water systems and associated equipment.
- Carry out asbestos duty-to-manage re-inspections.
- Ensure all planned preventative maintenance work is completed within agreed timescales and to the required standard, preventing any compliance tasks from becoming overdue.
- Undertake portable appliance testing (PAT) for both our schemes and engineering teams, using the latest testing equipment.
- Deliver reactive and planned maintenance for Gerberit and Closo-mat toilet systems.
- Escort and supervise contractors as required.
- Use Bromford systems to record job details and complete all necessary certification.

- Work in accordance with all facilities documentation, including risk assessments and method statements.
  - Complete additional facilities maintenance tasks effectively, efficiently, and with a high level of professionalism.
  - Provide excellent service and support to customers and colleagues through effective communication and by consistently upholding Bromford's values.
  - Seek opportunities to improve service delivery by thinking creatively and sharing best practice with colleagues.
  - Remain vigilant regarding Safeguarding, identifying and reporting potential risks within homes and communities.
  - Share learning and best practice to enhance the customer experience, including reflecting on and improving processes when things do not go to plan.
  - Build effective relationships based on trust and respect, acting as a positive ambassador for Bromford.
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## **Experience**

- Experience in the facilities maintenance or servicing sector
  - Understanding of delivery of compliance orientated workstreams
  - Experience in a customer focussed environment
  - Mechanical and/or Electrical maintenance experience
  - Experience of fire, water and electrical safety is desirable
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## **Qualifications**

Desirable or willing to work towards and achieve:

- BS:53899-1 Fire system maintenance certificate
  - Legionella Maintenance / Management certificate
  - Basic Electrical Maintenance certificate
  - City & Guilds 2377 – Requirements for in-service Inspection & Testing of Electrical Equipment
  - Closomat and Gerberit service and maintenance trained
  - Facilities maintenance qualification
  - Servicing & Maintenance of Portable Fire Extinguishers
  - DTM01 – Duty to Manage Asbestos
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## **Practical/Technical knowledge**

- Good planning and organising skills

- Ability to undertake analysis & research
- Ability to pass required qualifications.
- Ability to resolve issues by finding creative solutions
- Able to use mobile devices i.e. tablets, smart phones etc.
- Confident utilising digital management systems
- Confident using emails and other computer systems

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## Additional Requirements

- Be able to drive and have a full UK driving licence
- Complete a Basic DBS check

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## Skills

- Customer Focus
- Service Improvement
- Ensures Accountability

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## Our Values

Our values were co-created with more than a thousand colleagues and customers, making them a true reflection of who we are and where we are heading.

They capture how we work, how we treat each other, and how we make a difference for our customers and for one another.



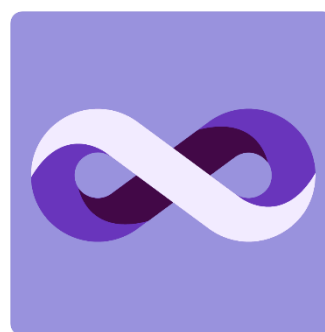
### Customer driven

We put people first, listening with empathy and acting with purpose, going beyond to help people thrive in their homes and make this a great place to work.



### Ambitious

We are relentless in delivering excellence, sparking innovation and creating meaningful, lasting impact for our customers, colleagues and generations to come.



### All in

We succeed together, showing commitment, taking accountability and collaborating to achieve the best outcomes for our customers and colleagues.

