

PROPERTY MAINTENANCE OFFICER

Teignbridge District Council

Candidate Pack October 2026

If you require an alternative accessible format, please let us know.

Thank you for your interest in working for Teignbridge District Council's Assets service – this pack will help guide your application but if you have any other questions do get in touch with HR@teignbridge.gov.uk for queries about the application process or contact daron.hand@teignbridge.gov.uk, if you would like an informal conversation about the role.



Welcome

Teignbridge District Council employs roughly 700 staff, is based at its head office, Forde House, Newton Abbot, and is responsible for the management of a wide portfolio of assets from offices, retail, commercial, leisure centres, and other built environments to nature reserves, open spaces, car parks, play spaces and other recreational amenities. These are located within the Teignbridge District (260 square miles) stretching form the western edge of Exeter down to the South Devon coastline including the resorts of Shaldon, Dawlish and Teignmouth with Dartmoor National Park sitting along its north and west extent.

Ideally located between the wild landscapes of Dartmoor National Park and the stunning South Devon coastline, Teignbridge offers an exceptional quality of life and is one of the UK's most desirable places to live and work.

In order to keep the above assets to the highest possible standard suitable for front line service delivery, the Council wishes to employ a high calibre and motivated individual to the post of property maintenance officer. This person will need initiative, have a positive outlook, be self-reliant, support and promote collaborative team working and be receptive to a path of self-learning and partake in a constant need for continuous development.

The role will suit a person who is comfortable with the management of a busy workload, delivery to a high standard, meeting targets, taking on responsibilities and ownership for their work including health and safety, meeting various performance objectives and in turn supporting the Councils strategic and frontline service goals.

Job Description

Job Title: Property Maintenance Officer

Service: Assets Department

Grade: E

Reports to: Group Building Surveyor

Standard provisions for staff:

- Generous Local Government Pension Scheme.
- Annual leave and wellbeing package.
- Heavily discounted membership at Teignbridge District Council Leisure Centres.

- Reasonable opportunities for career and self-development.
- Potential to train for relevant qualifications.
- 24/7 employee discount access and employee assistance support.
- Any offers of employment are subject to pre-employment checks, including DBS disclosure, references, and occupational health assessment.

Purpose of the Role

The Repairs and Maintenance (R&M) team manage all aspects of upkeep, care and maintenance of Council properties ensuring they are looked after and maintained to an acceptable standard. The team undertake refurbishments and other building improvements, including procurement, acting as the representative with contractors / suppliers and users of the Estate.

This post assists the Group Building Surveyor in any reasonable duties to deliver a successful R&M service and contribute to the efficient, effective running of the service including property inspections; end to end order processing; data and compliance.

Key Duties and Responsibilities

Property Inspections / site visits

Inspecting properties both unoccupied and tenanted for a variety of purposes – vacant property, compliance, lease end / tenant turnover, recording and preparing condition or dilapidation reports. Consulting with the Estates team and with tenants.

Conduct inspection and supervision of day to day and minor repairs to the varied property ownerships within the authority.

Inspecting non-cyclic (day to day) repair requests – Diagnosing building defects and implementing remedial work where required.

Contractor management including conducting inspection and supervision of ad hoc reactive, other minor works and contract works.

Consulting with contractors on site to discuss and agree solutions to property defects.

Post completion quality assurance inspections, checking work is completed to a satisfactory standard and to the correct costings prior to sign / certify for payment.

Various inspections to comply with Health and Safety Legislation. Eg asbestos and maintaining necessary competences and certification where applicable e.g. asbestos P405.

End to End Order Processing

Ensuring principles of value for money and best value are followed.

Responsible for ensuring compliant appointment of competent contractors adhering to health and safety, Council financial rules, procurement, and contract procedures.

Assessing priority of repair requests from the Council's repair reporting system.

Estimate costs according to the nature of the work required.

Preparing specifications and schedules of work and seeking quotations/tenders to conduct the work. Evaluation of competitive quotations and tenders.

Raising orders to contractors to conduct repairs, ensuring no other existing orders relate to the new order.

Raising confirmation orders for works conducted during the out-of-hours standby system.

Cost recoveries - establishing whether any works should be charged to an insurance code, recharged to leaseholders or a service charge.

Check accuracy of all invoices submitted for payment for every works order raised, comparing against estimate prior to processing for payment. Discussing discrepancies with the relevant contractors and obtaining amended invoices where appropriate.

Identify all invoices that require further investigation.

Data

Ensure all necessary information is entered into the Council's Asset Management System.

Oversee information entered on the system by others and help resolve any problems that arise.

Adhere to UK General Data Protection Regulation (GDPR) and Data Protection Act 2018, or equivalent legislation, understand and apply best practice as a Data Processor.

Other

Complying with Health and Safety Legislation.

Key Success and Behavioural Factors

As per the Council's Competency Framework, you work in a way that supports our corporate values (We do things well, We keep developing; We're better together) and you meet the competency levels for your role:

Technical and Professional Skills

Effective at capturing data, assuring accuracy of reporting, using technology.

Ability to prioritise.

Commercially aware and demonstrate value for money and best value considerations.

Maintaining necessary training to undertake work tasks competently e.g. asbestos P405, working from height, manual handling.

Problem Solving and Delivery

Delivers works within service timescales.

Conscientious, helps deliver solutions and is accountable for own work.

Adept at identifying problems and addressing or escalating before they grow.

Leadership and Teamwork

A reliable, flexible team member collaborating effectively with colleagues and partners.

Works with minimal supervision and is aware when to escalate.

Understands when to engage with other teams.

Communication and Interpersonal Skills

Clearly and accurately communicates using a variety of styles to both internal and external audiences.

Operates a flag system to monitor, identify and escalate irregularities early.

Excellent organisation and self-motivation skills.

Digital Skills

As part of the Modern 25 programme, Teignbridge District Council (TDC) is developing a Digital Skills Framework to identify the skills and capabilities that are needed at an individual, service-wide, and organisation-wide (specialist) level. This framework aims to set a baseline which applies to all staff and identifies common requirements.

This framework is based on the Cyber, Digital, Data and Technology (CDDaT) framework from the Local Government Association (LGA) which aims to support all local authorities in their digital transformation and close digital skills gaps.

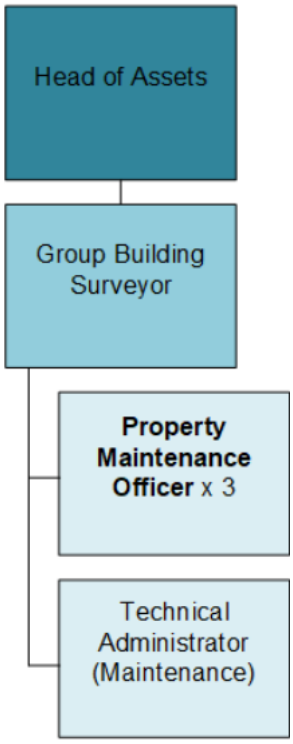
The following indicates the digital skills level required for this role. An assessment will be undertaken on joining the Council to discuss this and highlight any training requirements.

Digital Skills Category	Professional/Technical, non-digital specialist

Person Specification Summary

Attribute	Essential	Desirable
Qualifications	Asbestos P405 or willing and able to attain. Driving licence	HND, HNC or a relevant tradesperson's certificate (City and Guilds)
Experience	Relevant experience in the building industry and outline knowledge of contract law. Understanding of tenancy and lease obligations. Ability to conduct related property inspections to generate condition and dilapidation reports.	
Knowledge	Knowledge of building technology and legislation. Knowledge of Council's obligations towards leasehold properties.	
Skills & Abilities & Aptitude	Ability to be able to keep calm under pressure from a tenant or leaseholder. Able to communicate effectively with customers, colleagues, and council officers with clarity both orally and in writing. Good level of literacy and numeracy. Ability to create effective working relationships. Ability to use IT systems effectively to gather, store and process information accurately. The ability to visit sites around the district in a timely manner and conduct site inspections. Level of fitness to access temporary scaffold / towers etc.	

Organisation Chart



Scope for Impact

A successful repairs and maintenance team ensures Council buildings remain operational, and services can be delivered with minimal interruption.

The post holder ensures that work conducted to Council property are of a good standard, conducted economically and help to prevent future expense to the authority.

Condition and dilapidation reports are to assist the Estates Team's intent to effectively manage the council's asset portfolio and ensure compliance with lease and legal agreements.

The work focuses on inspections and delivery of work keeping the clients satisfied.

Maintaining the property helps to provide satisfactory building for service clients and contributes to the overall image of the authority.

Safeguarding responsibilities

Teignbridge District Council believes that all children, young people, and adults have the right to be safe, happy, and healthy and deserve protection from abuse. The council is committed to safeguarding from harm all children, young people and adults with care and support needs using any council services and involved in any of their activities, and to treat them with respect during their dealings with the council, our partners, and contractors. As a member of the Council team, you will be responsible for treating all those children and adults with whom you come into contact while carrying out your work according to their needs and with respect, and reporting safeguarding concerns and providing any evidence required to enable necessary safeguarding action to be taken. Our safeguarding policy has more details.

Contacts

- Departmental clients.
- Property Accountable People.
- Tenants and property users.
- General Public.
- Other Council staff.
- Contractors.
- Councillors.
- Police.
- Fire Service.

Health and Safety responsibilities

The post-holder is responsible for taking reasonable care of their own health, safety, and wellbeing, and that of colleagues, customers, contractors, and members of the public who may be affected by their work. They must comply with the Council's health and safety policies, procedures, and training; use equipment and systems safely; report accidents, incidents, hazards and near misses promptly; and support a positive health and safety culture by considering risk in day-to-day activities and escalating concerns where appropriate.

Special Notes and Conditions

The ability to visit sites around the district in a timely manner and conduct site inspections.

Postholder must provide their own vehicle for work use and maintain the correct driving licence category.

Duty as a standby supervisor on a rota basis i.e., answering all emergency calls to the authority out of normal working hours and responding accordingly.

Equality and Diversity

We are an equal opportunities employer committed to a diverse and inclusive organisation. We welcome applications from all qualified candidates regardless of their age, disability, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation, caring responsibilities, and socio-economic status. We also welcome applications from military veterans and their families.

Reasonable Adjustments

If you need any reasonable adjustments to the application and interview process, please contact hr@teignbridge.gov.uk

How to apply

Please complete an application form on our website by clicking on the 'Apply online' button at the end of the advert.

It is vital to read the job description and person specification for this role - it will help you understand whether your knowledge, skills and experience match the job requirements. In your supporting statement please tell us how you meet each of the essential criteria we ask for in the person specification.

Closing date: Sunday 22nd November 2026 @ midnight

Planned interview date: Thursday 3rd December 2026

Interviews will be in person

Interviews are expected to be on the indicated days. It will include practical job-related tasks which will be assessed as part of the selection process.

For an informal conversation about the role contact: Daron Hand, Group Building Surveyor, email: daron.hand@teignbridge.gov.uk to arrange a time to discuss it.

Personal data

You will need to disclose your name, address, contact details, details of your employment history, qualifications, and relevant experience. You may also choose to share information at any stage of the shortlisting and interview process to help us provide reasonable adjustments to the application and interview process if you are disabled. Any inclusion of your data in your application documentation will be understood by us as your express consent to process this information going forward.

Please do not mention anyone's information or details (e.g., referees) who have not previously agreed to their inclusion.

No agencies please.