

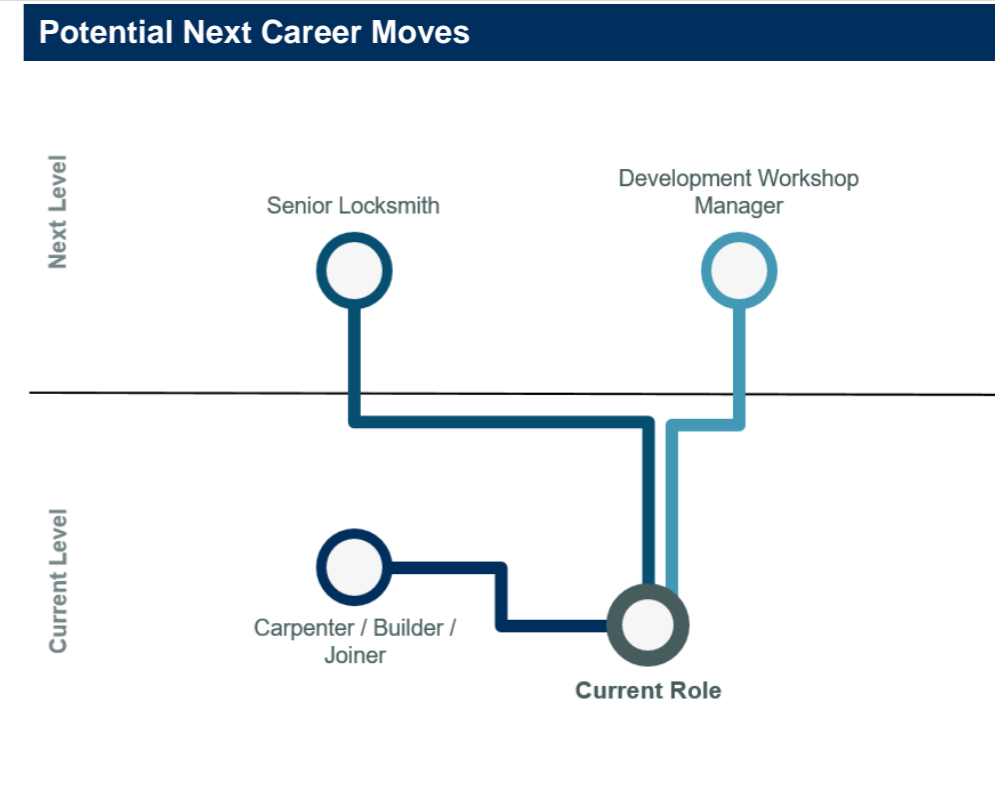


<b>Role Title</b>	Locksmith		
<b>Job Family</b>	Property and Construction	<b>Sub Category</b>	Skilled Trade
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>Making Effective Decisions</li> </ul>	<ul style="list-style-type: none"> <li>Managing a Quality Service</li> </ul>	<ul style="list-style-type: none"> <li>Delivering at Pace</li> </ul>
<b>Grade</b>	TPB3		
<b>Purpose</b>	Apply specialist locksmithing skills to support a variety of physical security projects including new builds, upgrades and maintenance projects.		

<b>Key Accountabilities</b>	
<ul style="list-style-type: none"> <li>Install and inspect physical security equipment in UK and overseas, ensuring delivery to time and budget</li> <li>Produce reports of installed systems to ensure up to date records</li> <li>Provide 1st, 2nd and 3rd line support to ensure high levels of technical support regarding security equipment</li> <li>Support smooth day to day workshop operations, through scheduling, maintenance, ordering, preparing and despatching equipment in order ensure timely delivery</li> <li>Provide specialist technical support and advice to customers and other areas of the organisation overseas to support effective service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Work with peers to develop and oversee the Health and Safety arrangements for physical security installations to ensure safe working on site</li> <li>Support on R&amp;D work to develop cutting edge new products to enhance brand value and attractiveness to customers</li> <li>Mentor and buddy Apprentices to support their development</li> </ul>

<b>Authority and Scope</b>
<ul style="list-style-type: none"> <li>Ensure work is carried out safely, efficiently, in line with FCDO Services policy, and meets customer requirements</li> <li>Ensure all relevant Health &amp; Safety regulations are observed</li> <li>As required, supervise a small team under guidance of Project Manager and ensure all work delivered to required standards</li> </ul>

<b>Internal and External Communications</b>
<ul style="list-style-type: none"> <li>Team Leader, Design Engineer, Project Manager and Project Engineer to communicate progress on equipment ordering and installation timescales</li> <li>I&amp;D – to discuss issues to be resolved, features required in future products and services</li> <li>Customers – to provide technical advice</li> </ul>



<b>Skills</b>
<ul style="list-style-type: none"> <li>Generalist and specialist locksmithing</li> <li>Applied physical security</li> <li>Interpretation of professional/technical documents</li> <li>High risk manual handling</li> <li>Stakeholder management</li> <li>Service reporting</li> </ul>

<b>Qualifications, Knowledge and Experience</b>
<b>Essential</b>
<ul style="list-style-type: none"> <li>Member of Master Locksmith Association (MLA) or progressing towards</li> <li>Experience of generalist and specialist locksmithing activity</li> </ul>

<b>Desirable</b>
<ul style="list-style-type: none"> <li>Performing engineering operations (machining and hand fitting)</li> <li>Completed Health &amp; Safety Awareness training</li> <li>Completed Asbestos Awareness training</li> </ul>