

Job title	Facilities Support Technician	March 2026
Reports to (title)	Estates Manager	
Contract/Department	Thames Water	Revision 1.0
Location	Reading (Mobile)	

Job purpose

Describe the overall purpose of the job in two or three sentences.

- A key role in maintaining high standards of cleanliness, safety, and presentation across the Tideway sites
- The role will be a visible presence across the sites, providing a reliable and proactive service

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Responsible for cleaning tasks such as:
 - Litter bin emptying and wiping down
 - Litter picking
 - To ensure footpaths and other hard surfaces are in a clean condition free of debris, leaves and other litter types
 - Weed spraying and removal
 - Leaf clearance, sweeping and litter picking in landscaped areas
 - Jet washing drainage channels
 - Graffiti removal
 - Cleaning and maintaining external furniture including handrails, fixed benches, ensuring they are in good condition and free from debris
 - Monitoring and reporting issues, such as broken signs or damaged fixtures and fittings
 - Complete the site audit check list and report any issues
 - To carry out visual risk assessments prior to attempting tasks, record

Job Description

potential hazards and, within remit, implement control measures for safe working methods

- To work with colleagues to ensure high standards of maintenance are provided to local communities including partners and third-party contracts at all times.
- Undertake manual handling duties in all weathers including the ability to use a range of hand tools and operate small plant and other equipment.
- Responsible for organising your own work, with supervision and guidance.
- Hold and maintain a current full driving licence.
- To carry out such other duties as the Estates Manager may from time to time reasonably require.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Be able to carry out physically demanding work
- The ability to work independently and in a team environment
- The ability to be flexible and work across various sites
- Be able to deal with the general public in a calm, polite and friendly manner
- Be able to understand written instructions, policies and procedures.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Job Description

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	