

# FACILITIES SUPPORT OFFICER

## Role Profile



<b>Title</b>	Facilities Support Officer	
<b>Grade</b>	GRADE C	
<b>Reference:</b>	N696	
<b>Reports to:</b>	Facilities Team Leader	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Frontline Worker	
<b>Primary purpose of role</b>	Required to provide a range of Facilities Management duties as part of a team including; Locking and unlocking buildings, first point of contact for deliveries, including post, upkeep of resource areas, electric car inductions, supporting emergency procedures meeting and greeting visitors and members of the public, spot cleaning & portage including moving furniture and other heavy items . Flexibility is required to accommodate working across multiple venues and support some out of hours events.	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>Working to schedule and task lists, staff rotas and resource plans (40%)</li> <li>Smooth operation of buildings within area of responsibility (25%)</li> <li>Building users able to perform their roles, with Facilities resources in place, as defined in the FM service standards (25%)</li> <li>Liaison with external contractors in respect of repairs and provision of security services. (10%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>Buildings safe and fully operational in line with the Facilities Team service standards</li> <li>Buildings cleaned to appropriate standards</li> <li>User satisfaction</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>Completing tasks as scheduled to ensure that kitchenettes are serviced, this includes waste management and unloading of dishwashers. Providing support to ensure that resource areas are stocked, as well as completing spot cleaning during operational hours, (55%)</li> <li>Working across multiple sites as required to undertake scheduled Facilities Management duties such as compliance related functions as well as daily tasks (15%)</li> <li>Co-ordination of room set ups, including portage of heavy furniture and materials required for meetings and commercial events, as required (15%)</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Deputising for Facilities Assistants when required which includes; vehicle and bike co-ordination, room bookings, key holding and issuing, visitor inductions and staff liaison (50%)</li> <li>▪ Taking delivery of materials and post, ensuring that they are retained securely until collected (5%)</li> <li>▪ Reporting and Co-coordinating building defects appropriately to enable resolution, liaising with contractor in respect of building repairs (5%)</li> <li>▪ Light maintenance such as changing lightbulbs and minor repairs (5%)</li> <li>▪ Carry out other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Minimum level of 3 GCSE's grade A – C or equivalent</li> <li>▪ Facilities Management qualification (such as BIFM (British Institute for Facilities Management) Level 3 or FM Apprenticeship level 3) or equivalent experience, including basic knowledge of cleaning techniques, COSHH in relation to use of machinery &amp; equipment, working environment and chemicals</li> <li>▪ Knowledge of administrative procedures</li> <li>▪ IT skills and experience</li> <li>▪ Manual handling to support with lifting and portering. This will include room set ups for events</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Full UK Driving License</li> <li>▪ Knowledge of building management procedures</li> <li>▪ Relevant administration related qualification</li> <li>▪ Customer service and First Aid Training</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Word processing experience and the ability to operate Microsoft Office applications</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working as part of a property management team delivering FM related services</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ The ability to travel between sites within a reasonable timeframe to meet the needs of the service</li> <li>▪ Effective verbal and written communication skills for dealing with requests from staff and public, and for completing basic reports</li> <li>▪ IT skills including working knowledge of Microsoft applications</li> <li>▪ Planning and prioritising own workload</li> </ul>
<b>Corporate standards</b> <p>In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</p> <ul style="list-style-type: none"> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation</li> </ul>	