

Job Description and Person Specification



Job Description

Job title

Facilities Officer

Department

Corporate Services

Grade

Grade F

Salary

£33,698.93 - £36,057.05

Manager

Operations, Data & Customer Service Manager

Health Considerations / Risk / Surveillance Required

Lone worker, VDU habitual user, Shift work, Lifting of equipment, Manual handling, Fire evacuation duties.

Job summary

The post holder will support the Operations, Data & Customer Service Manager and provide Facilities & Maintenance duties at the Council Offices.

Main responsibilities and activities

1. Undertaking reactive day to day maintenance, programmed maintenance and works contract.
2. Be responsible for carrying out building inspections & audits.
3. Responsible for all planned preventative maintenance on site, including but not limited to proactive and reactive work.
4. To assist with minor plumbing including unblocking sinks and drains.
5. To deal with minor repairs where necessary as instructed by the client and/ or facility manager.
6. To deal with minor electrical repairs and fixings.

7. Responsible for the PAT testing and maintenance of all electrical equipment on site.
8. Undertake reception duties during Council Meetings and events outside of normal hours.
9. To undertake minor items of repair and maintenance for the benefit and safety of client and contractors. Including the minor repair of fixtures and fittings including desks, tables and chairs as appropriate.
10. Regularly check external areas for any potential danger to people on site.
11. Painting & decorating as required.
12. Carrying out repairs & general maintenance.
13. Acceptance of stock deliveries.
14. Ensure the Council Offices are secure and there are no fire or safety hazards.
15. Ensure high standards and constant attention to customer care in respect of users of the Council Offices.
16. Acceptance of stock deliveries into the building and their distribution within the building.
17. Stewarding Members and visitors in Council Offices.
18. Building Security (Assist in the provision of an effective security service).
19. Responsible for managing the ID card system and office attendance / fire evacuation system as well as the maintenance of the printer follow me printing system.
20. Preparation and maintenance of meeting rooms.
21. Responsible to Setting up the Council Streaming of Committee meetings. As well as managing the YouTube site.
22. Responsible to the Management of the Deed Room.
23. Be a key point of contact for Health & Safety at Hart District Council. Including any jobs passed down from the Corporate Health and Safety Committee & Health and Safety panel and regular checks.
24. Responsible for completing all Fire Safety Checks and relevant information. As well as ensuring that this has been completed by a contractor.
25. Responsible for the COSHH register for the Council Building(s).
26. Responsible for Water Safety and are the responsible person for this in the absence of the Business Support, Facilities and Data Manager.
27. Carry out regular Health and Safety duties as necessary, including but not limited to the checking of Fire evacuation routes and water outlet flushing.

28. Assist with Office moves including moving furniture and setting up workstations when and where necessary.
29. Undertake general duties.
30. Management of Facilities Maintenance, and Health Safety for other Council Building including but not limited to Harrington house, Royal Oak Close and the Countryside workshop.
31. Unlocking and locking of building, patrolling and checking that the building is secure and testing and setting any intruder alarm.
32. Check the room booking diary on a daily basis to keep abreast of activities and event.
33. Assist with the control and monitoring of the Cleaning, and Vending contracts operated within the Council Offices.
34. Liaison with contract representatives to ensure that the services being provided meet agreed specifications.
35. Preparing of rooms and equipment for meetings, including the setting up of audio/visual equipment and carry out fault finding, if required.
36. Control and monitor the entry of people to the Council Offices outside office hours, in particular when evening meetings are taking place.
37. Ensuring that the meeting rooms are safely and properly used in conjunction with council policy.
38. Operating the heating and ventilation controls and reporting defects to the Operations, Data & Customer Service Manager.
39. Carry out the testing for the fire and panic alarm systems.
40. Carry out Inspection of fire evacuation routes and fire extinguishers and record results.
41. Carry out flushing of water outlets, take water temperatures, when necessary, and record results.
42. Removing litter from around the Council Offices when required.
43. Keeping paths in a safe condition during the winter months by spreading salt or sand where appropriate and ensuring that Facilities tasks of the Snow plan are put into action.
44. Checking the building for any damage, vandalism or repairs and reporting it to the relevant person.
45. Reporting repairs or maintenance of a more serious nature.
46. Escorting vulnerable staff to vehicles after meetings.
47. Preparation of recycling bins for collection.

48. Collection of confidential waste.
49. Security and operational practices within the building.
50. Supervision of Contractors working in the Council Offices, particularly cleaning personnel.
51. Monitoring and assisting people entering the building for meetings.
52. To act on all activated Council alarms.
53. To complete all necessary training.
54. To review the Council's daily programme to ensure that the priorities for the building are carried out.
55. Undertake incidental maintenance tasks.
56. To undertake such work as the Operations, Data & Customer Service Manager may determine which is compatible with the responsibility levels of the post.
57. Provide a high-quality service for our residents, staff, managers, and external partners.
58. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
59. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Facilities Officers Operate a Morning / Day / Evening Shift Pattern (These times are flexible based on Council business needs):

- Mornings Monday to Friday between 6am and 2pm
- Daytime Monday to Friday between 9am and 5pm
- Evenings Monday to Friday between 12 noon and Midnight (latest)
- Evenings for HDC Tenants Tuesday to Thursday between 12 noon and 10pm (latest)

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.

- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Job description revised (date)

Hay grade evaluated (date)



Person Specification

Job title

Facilities Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Prepared to Attend Training Courses	Electrical and Plumbing Qualification and/or knowledge and experience of Electrical and Plumbing repairs and maintenance	Application form and certificate

Attributes	Essential	Desirable	Evidence
Experience and knowledge	Committed to providing high quality customer service.	Security Background At least 5 years' experience of maintenance work or within a Facilities Team Knowledge of best practice in Facilities and Maintenance	Application form and interview

Attributes	Essential	Desirable	Evidence
Skills and abilities	<p>Excellent communication and negotiation skills, including written communication skills</p> <p>Ability and confidence to organise, arrange and administer multiagency meetings</p> <p>Ability to analyse and interpret data</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome</p> <p>Written and verbal communication skills</p> <p>Good observation skills</p> <p>Ability to work in a team.</p> <p>Keyboard skills</p>		Application form and interview
Attributes	Essential	Desirable	Evidence

Personal qualities	<p>Innovation & drive</p> <p>Ability to work under pressure and manage a heavy workload.</p> <p>Ability to work as part of a team and/or alone as required and use own initiative</p> <p>Commitment to professional and personal development</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p> <p>Able to maintain confidential records.</p>		Application form and interview
Other working requirements	<p>Access to a car for work purposes</p> <p>Ability to attend meetings out of hours</p> <p>Shift Work</p>	Available at Short Notice to cover	Application form and interview

Signatures:

Job-holder

Manager