

Job Description

Service:	Facilities Management
Job title:	Site Facilities Officer
Grade:	B
Hours of work:	Variable hours
Responsible to:	Facilities Manager – Soft Services
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

To support the Facilities Management Team in providing a facilities management service to HDC's corporate premises.

Key Deliverables:

- To support the Facilities Management Team to ensure compliance of all regulations and legislative responsibilities associated with HDC's corporate premises. E.g. Legionella, Asbestos, Fire Safety etc.
- To ensure health & safety checks including fire alarm testing, legionella flushing testing, emergency light testing, and site safety/security checks are carried out regularly at HDC's corporate premises.
- To maintain the safety and welfare of customers and staff within the corporate premises.
- To take the lead in executing Pathfinder House Emergency Action Plans as necessary.
- To ensure all parts of Pathfinder House are made safe and secure when not in use and be responsible for the opening and closing of the premises.
- To ensure a high standard of cleanliness is maintained throughout Pathfinder House, assisting as necessary with the clearance of refuse.
- To carry out minor repairs and maintenance issues within the corporate premises as necessary.
- To be responsible for receiving goods delivered and distribution of those goods as required to service departments throughout Pathfinder House.
- To be responsible for managing the use of the staff car park at Pathfinder House in accordance with established policies.
- To maintain a high degree of customer care whilst dealing with the public and staff at all times.
- To be responsible for setting up meeting rooms and civic events at Pathfinder House.
- To provide First Aid services as and when required whilst on shift.
- To undertake any other duties as may reasonably be required as part of the facilities management service

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	5 GCSE's (Grade C or above including Maths and English) or NVQ Level 1 or Building and Maintenance Qualification (D) Microsoft Office Literate - Excel, Outlook, Word (E) IOSH Working Safely (D) Asbestos Awareness (D) Legionella Awareness (D) Fire Safety Awareness (D) Manual Handling Awareness (D) Working At Height Awareness (D) COSHH Awareness (D) Data Protection Awareness (D) First Aid at Work Certificate (must be gained within 2 months of commencement of post if do not possess at recruitment stage) (E) Full UK driving licence (E)
Experience Experience the person would need to do the job (E) Essential (D) Desirable	Experience of delivering a facilities management service in a customer focused environment - 1 year (D) Experience of building & facilities maintenance in an office environment - 1 year (D) Experience of carrying out minor repairs & maintenance in an office environment - 1 year (D)
Skills and Abilities Specific skills the applicant would need to do the job (E) Essential (D) Desirable	Excellent oral, written and presentation skills with the ability to communicate effectively at all levels. (E) To be able to use initiative to ensure the facilities management service is carried out in an effective and efficient manner. (E) Ability to work effectively both independently and as a member of a team. (E) Excellent organisational skills to keep on top of an ever-demanding workload with an extensive range of issues. (E) A high level of analytical skills to identify the cause of an issue and communicate with other members of the FM Team to resolve. (E)

Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	Impacts on others: Failure to comply with the relevant Health & Safety legislation could result in harm/injury to colleagues/members of the public /themselves, possible compensation claims, risk of prosecution and negative publicity - Frequent Poor customer care and non-resolution of issues could lead to reputational loss, consequential erosion of influence in negotiations and breakdown in communication with colleagues. This could cause colleagues to be put at risk of harm/injury - Frequent An incorrect decision of ways to repair/resolve a building issue, could lead to extra work and cost to for HDC to rectify and put the building user(s) in potential risk of harm. - Frequent Incorrect advice/poor guidance to other colleagues will lead to a reputation of incompetence resulting in the individuals seeking services externally at a cost to the Council - Frequent Unexplained delay in response/no response to colleague/member of the public issues/instructions will lead to a reputation of unreliability resulting in the individuals seeking services externally at a cost to the Council and put colleagues/building users at risk of harm/injury /possible compensation claims/risk of prosecution for Health & Safety failure – Frequent
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	<u>Internal customer contact: 80%</u> Wide range of internal customers including Operations, 3C ICT, Community, Resources, One Leisure, Development, Corporate team, Customer Services and Shared Service Partners. <u>External customer contact: 20%</u> Members, suppliers, contractors, members of the public, tenants of corporate premises and neighbouring county, town and parish councils.

Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Required to work shifts/unsocial hours - frequent (E) Required to travel to/from Corporate Premises in portfolio, work bank holidays, weekends -occasional (E) Required to be on call to attend issues regarding sites under the responsibility of the facilities management team – occasional (E) Required to lone work (E) A high level of mental flexibility and focus to accommodate reactive work around their planned work- frequent (E) A high level of concentration and awareness when carrying out building audits and investigations to diagnose the issue, whilst maintaining a high level of safety - frequent (E) Be able to deal with and manage confrontational, defensive and aggressive behaviour from users of the building -very occasional (E) Be able to manoeuvre/use equipment relevant to the role, such as PPE, ladders etc - frequent (E) To be able to work outside in all weather conditions- occasional (E)
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people’s differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for

	challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.