



Role Profile	
Career family	
Professional pathway	Facilities Management
Career family level	Intermediate / Officer (Tier 7b)
Associated job summary overviews	Facilities Assistant
Grade / Grade range	G6
Reference number	

Purpose

To support the delivery of assigned duties within their team / function / service area. Deliver a range of duties with increasing autonomy and responsibility, applying sound judgment to prioritise work, advise in compliance with organisation's policies and procedures and any statutory regulations / legislations, able to interpret procedures and policies to resolve problems, provide advice and contribute to service improvements. May be responsible for data analysis and interpretation, producing reports and may also support junior colleagues in their day-to-day work as and when required.

Corporate accountabilities

- Demonstrate professionalism at all times and embrace matrix working with colleagues and partners, removing silos and communicating effectively to respond to queries and resolve issues.
- Take responsibility for professional growth by seeking and acting on feedback.
- Prevent or mitigate risks, including risks to health and wellbeing.
- Be innovative - and implement changes.
- Communicate clearly and effectively with colleagues and customers.
- Respond to queries, which may be complex, and provide detailed information.
- Act as an Equality, Diversity and Inclusion (EDI) role model, taking responsibility for learning about EDI and promoting an inclusive working environment.
- Seek to enhance the health and wellbeing of yourself and others.
- Support improved environmental performance within your team by being conscious of the impact of activities on the environment and climate.
- Adhere to contract management guidance and financial policies, procedures and timelines to ensure the Council's contracts are administered effectively so that transactions, contract changes, and essential financial and performance information is recorded completely, accurately, and promptly.



Professional pathway accountabilities

- Respond to a range of simple-complex inquiries, using sound judgement, problem solving skills to provide advice, guidance in compliance with relevant policies and procedures, and liaising with relevant colleagues to deliver high quality services.
- Contribute to service improvements by identifying opportunities for change and supporting in delivery of continuous improvements within your team or service area.
- Analyse and interpret a range of simple-complex information / data to advise, resolve issues and inquiries escalating highly complex matters promptly to senior colleagues or managers.
- Contribute to drafting responses, developing reports, reviewing relevant policies and procedures ensuring procedures, documents follow latest legislative, sector developments.
- Manage a range of multiple duties using sound judgement to prioritise their own workload and ensuring prompt delivery of priorities on time and budget.
- Support project delivery by tracking progress, flagging issues, and assisting with the resolution of day-to-day challenges.
- Take responsibility for own learning and development, applying new knowledge to improve performance and support team goals.

Essential skills, knowledge and experience required

Experience of working within a front facing environment, engaging with customers / stakeholders face to face and over the telephone in a sensitive, confident and competent manner.

Effective communication skills - written and verbal

Knowledge of Health & Safety as it relates to FM, as well as any other relevant statutory and legislative regulations

Proficient in Microsoft Office and digital systems

Accurate data entry and record-keeping, collaborative working with internal and external stakeholders

Strong time management and task prioritisation skills

Experience in facilities management including post, reception, cleaning and security work

Understanding of local government structures

Values and behaviours

Our organisational values underpin everything we do and say. In short: our values describe 'the way we do things here'. They are:

- **Always learning**
- **Be kind and caring**
- **Equality and integrity**
- **Take responsibility**
- **Daring to do it differently**

For full details, please check our website at this link [[Values](#)]



Accessibility

If you (or anyone you know) needs this document in an alternative format i.e., Easy Read, large text, audio, Braille, or a community language, please contact your line manager to discuss your requirements or call the council's customer services team on 01865 792422 and we will work with you to meet your needs.



Job Summary Overview

Job title	Facilities Assistant
Career family	
Professional pathway	Facilities Management
Career family level	Intermediate / Officer (Tier 7)
Grade	Grade 6
Reports to	Facilities Manager G12 or Assistant Facilities Manager G9
Financial responsibility	PO raising
Supervisory responsibility	No direct reports
Reference number	

Job Summary

Provide face to face facilities services and signposting to site users and visitors, gathering and providing information about access to services and assistance, and prioritising requests according to needs and requirements.

- Deliver consistent and effective site management at corporate premises, providing a good quality first point of contact for members of the public which is sensitive to people's circumstances and needs
- Be responsible for routine site security including lock/unlock and alarming premises, controlling site access at designated times. Promote and deliver organisational health and safety policies.
- Monitor, carry out and respond to premises routine checks and statutory testing. Act as fire coordinator and assist in building evacuation for fire and bomb alerts.
- To provide accurate and up to date information for the public electronically and in hard copies on site.
- Assist with the management of deliveries and contractors ensuring site security protocols are followed. Manage contractors carrying out minor repairs to equipment and make sure that the organisation's guidelines are followed by all those on site.
- Raise and process orders using the procurement system and in line with policy. Monitor expenditure to ensure best value and quality of service. Prepare documentation on a monthly basis for internal re-charging to teams.
- Carry out a range of FM activities on site including:
 1. stocking consumables and re-supply
 2. Postal services
 3. dealing with ID badges and the access control systems
 4. facilitating meeting room bookings and usage - setting up and taking down etc
 5. assisting colleagues with agile working throughout the premises



6. helping with minor office moves

- Gather and share statistical information routinely and ad hoc, using both specialist and standard MS office systems.
- Be a point of contact for service users and manage appropriate engagement with other OCC services dealing with front facing service user engagement.

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
Experience of working within a front facing environment, engaging with customers / stakeholders face to face and over the telephone in a sensitive, confident and competent manner.	✓	
Knowledge of Health & Safety as it relates to FM, as well as any other relevant statutory and legislative regulations	✓	
Proven ability to work to tight deadlines, aware of confidentiality and understanding of the requirements of an office environment.	✓	
Experience in facilities management including post, reception, cleaning and security work	✓	
Awareness of dynamics and requirements within the local authority environment.	✓	
Good technical and digital skills including standard word processing and use of spreadsheets.	✓	
An ability to communicate effectively with colleagues and service users and build and manage positive relationships.	✓	
Experience of working in a public service role and with people with a range of circumstances and needs		✓
SIA Accreditation		✓

Working Arrangements

- The post is not politically restricted.
- Basic DBS check with Barring List is required.
- Contractual base as detailed on contract
- Able to travel across the county and work from various office locations within the county.

Health and Safety at Work [Completed by service lead]

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.



The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

☐	Provision of personal care on a regular basis	☐	Driving HGV or LGV for work
☐	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
☐	Working at height/ using ladders on a regular/ repetitive basis	☐	Restricted postural change – prolonged sitting
☐	Lone working on a regular basis	☐	Restricted postural change – prolonged standing
☐	Night work	☐	Regular/repetitive bending/ squatting/ kneeling/crouching
☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
☒	Significant use of computers (display screen equipment)	☐	Work with vulnerable children or vulnerable adults
☐	Undertaking repetitive tasks	☐	Working with challenging behaviours
☐	Continual telephone use (call centres)	☐	Regular work with skin irritants/ allergens
☐	Work requiring hearing protection (exposure to noise above action levels)	☐	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐	Work requiring respirators or masks	☐	Work with vibrating tools/ machinery
☐	Work involving food handling	☐	Work with waste, refuse
☐	Potential exposure to blood or bodily fluids	☒	Face-to-face contact with members of the public
☐	Other (please specify):		