



Role Profile	
Career family	
Professional pathway	Facilities Management
Career family level	Advanced / Senior Officer (Tier 7a)
Associated job summary overviews	Senior Facilities Assistant
Grade / Grade range	G7
Reference number	

Purpose

Deliver high-quality services by managing a range of complex inquiries, issues, and communications, driving service improvements, ensuring effective use of digital systems and data. Act as a key point of contact for resolving a range of issues of conflicting priorities and supporting senior managers through for delivery of service priorities. Mentoring colleagues, enhancing team capability, and contributing to a culture of continuous improvement.

Corporate accountabilities

- Be technically sound and proficient in an area of specialism by keeping up to date with latest updates, industry best practice and improvements ensuring you can drive continual improvements
- Demonstrate professionalism at all times and embrace matrix working with colleagues and partners, removing silos
- Take responsibility for professional growth by seeking and acting on feedback
- Provide team members with feedback and coaching, and share best practices
- Collaborate with managers to mitigate risks and meet business goals on time and within budget
- Prevent or mitigate risks, including risks to health and wellbeing
- Be innovative - and implement changes
- Communicate clearly and effectively with a wide range of colleagues and customers
- Provide complex information and respond to queries, including queries from other team members.
- Influence and negotiate with stakeholders to achieve desired outcomes
- 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

- Lead on resolving complex inquiries and provide guidance to colleagues and customers, ensuring clarity and professionalism in all communications.
- Translate organisational priorities into actionable plans, championing change initiatives and contributing to service improvement strategies.
- Optimise the use of digital tools and systems to streamline workflows, enhance data sharing, and support team productivity.
- Oversee the integrity and analysis of data across systems, ensuring accuracy, compliance, and timely reporting to inform decision-making.
- Manage high-level communications and correspondence on behalf of senior leaders, including briefing notes, formal letters, and stakeholder updates.
- Identify and address operational challenges during project delivery, applying problem-solving techniques and escalating risks appropriately.
- Take ownership of personal and team development by mentoring junior staff, sharing expertise, and engaging in structured learning aligned with service goals.
- Build and maintain collaborative relationships with internal teams, external partners, and communities, adapting approaches to meet diverse and evolving needs.

Essential skills, knowledge and experience required

Ability to provide a full range of property and premises soft services support duties. Be responsible for the daily management of a council's area facilities office.

Strong interpersonal skills with the ability to influence and support others across different levels

Sound understanding property Health and safety and of organisational processes and how they contribute to wider service outcomes

Ability to manage competing priorities and work under pressure with minimal supervision

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

Understanding of local government structures

Experience in handling complex inquiries and providing professional guidance

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	Senior Facilities Assistant
Career family	
Professional pathway	Facilities Management
Career family level	Advanced / Senior Officer (Tier 7)
Grade	G7
Reports to	Facilities Manager G12/Assistant Facilities Manager G9
Financial responsibility	PO raising/invoicing. If relevant to the site Cash payments to vulnerable Service Users following organisational accounting processes.
Supervisory responsibility	No direct reports
Reference number	

Job Summary

To provide a full range of property and premises soft services support duties. Be responsible for the daily premises management a council's area administration office. 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.

- Assisting the Facilities Manager, Assistant Facilities Manager, and Facilities Assistants in undertaking all FM duties at the site. To be flexible in supporting other localities if required. Deputising for Assistant Facilities Manager if necessary.
- If relevant to the site make both regular and emergency over the counter payments to vulnerable clients, monitoring that they are in line with organisational accounting processes and keep appropriate records so that audit standards are met for the process of office-based cash handling.
- Deal with queries from both service users and professionals providing both advice and support. Provide support to the facilities manager and to colleagues for site security. Supporting the process and management regarding raising ID badges and maintaining access control cards as necessary.
- To take responsibility for recognizing all areas of premises/building health and safety raising concerns and highlighting issues. Testing of the call points for Fire alarm, Panic alarm and the checking of fire extinguishers are correctly placed. Act as fire coordinator and to assist in building evacuation for fire and bomb alerts. Responsibility for maintaining and updating contents of the gerder box if required.



- Responsibility to ensure the provision of postal services for the site and implement the correct security under data protection and cost protocols. Acting as the first point of contact for all Post Room and FM related enquiries, assessing appropriateness of the request and make the most of opportunities to improve the quality of services and securing best outcome. Daily management of the Hybrid Mail process.
- To be Royal Mail 'Click & Drop' Champion. To represent FM and undertake staff training within the online portal and to streamline the process across sites. Act as point of contact for any support and/or guidance.
- Upon receipt, take into custody and ensure the safety of monies, cash, property, and other documents. Maintain accurate inventory of all items in the safe banking cheques and cash received in the post.
- Collation of accurate statistical information on a daily/weekly/monthly basis.
- Raise and process orders using the procurement system in accordance with properly authorised requests. Monitor expenditure to ensure best value and quality of service. Prepare documentation monthly for internal re-charging to teams.
- To undertake any work as delegated by the line manager including word processing, accessing databases, and developing spreadsheets.
- Overseeing Concerto fault reporting, monitoring, and following up on outstanding calls for the site or other sites as allocated
- Managing office stock control (stationery, Salto, printer/franking machine sundries).
- Facilitating meeting room bookings and usage - setting up and taking down etc
- Assisting colleagues with agile working throughout the premises
- Helping with minor office moves

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
GCSE pass or equivalent in English & Maths	✓	
Working to tight deadlines, aware of confidentiality, understanding of the requirements of an office environment	✓	
Demonstrable knowledge of good financial management.	✓	
Experience in facilities management including post, reception, cleaning, security	✓	
Knowledge of the latest legislative requirements as they relate to the Service	✓	
Demonstrable experience of delivery and effective engagement with customers / stakeholders within a complex public service context.	✓	
An ability to communicate effectively with colleagues and service users. manage relationships for the benefit of service delivery.	✓	
An ability to demonstrate that your work skills are in accordance with the County Council's values.	✓	
Experience of working within a varied and inclusive working environment and within a political environment.		✓
SIA accreditation		✓



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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).

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