**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications, and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Senior Facilities Assistant  |
| Salary: | £29064 - £31022 |
| Grade: | Grade 7  |
| Hours: | 37 |
| Team: | Soft Facilities Management |
| Service Area: | Properties  |
| Primary Location: | Didcot Children and Family Centre, county-wide if required |
| Budget responsibility: | None |
| Responsible to: | Assistant Facilities Manager |
| Responsible for: | None |
| Political Restricted Post: | No |

## Job Purpose

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| This is a brief overview of the key objectives of the job including the context within the team/department.* Be the first point of contact for the building with reception duties. Answer facilities management queries within the buildings, be responsible for health and safety aspects, ensure smooth delivery of facilities services.
* Provide facilities services routinely as required, being pro-active, flexible and contributing to service improvements and organisational goals where possible.
* To work effectively and positively with partners, contractors, colleagues, customers and other stakeholders and in accordance with organisational and statutory policies and requirements.
* Promote and deliver organisational and health and safety policies.
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## Job Responsibilities

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| * Signing in, and assisting visitors and colleagues around the building.
* Acting as the first point of contact for FM related enquiries, assessing appropriateness of the request and make the most of opportunities to improve the quality of services and securing best outcome.
* Assisting the Site Manager and Assistant Site Manager in undertaking all FM duties for the building. To be flexible in supporting other localities if required.
* Take responsibility for recognising all areas of premises/building health and safety, raising concerns and highlighting issues. Assisting to test the fire call points for Fire alarm, Panic alarm and checking of fire extinguishers. Act as fire coordinator and to assist in building evacuation for fire and bomb alerts. Responsibility for maintaining and updating contents of the BCP Box.
* Responsibility to ensure the correct process when accepting post and implement the correct security under data protection and cost protocols.
* Collation of 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.
* To undertake any work as delegated by the line manager including word processing, accessing databases and developing spreadsheets.
* Establish and maintain good working relationships with all staff including partner organisations and develop an understanding of their business needs to enable excellent customer service.
* Overseeing fault reporting, monitoring, and following up on outstanding call jobs for the site or other sites as allocated.
* Managing office stock control (stationery, catering supplies).
* Work in a constructive way with colleagues across the Council and with our partners, supporting and challenging others to deliver change.
* To undertake all tasks, duties and responsibilities outlined in this job description, in accordance with departmental and council policies, practices, procedures and standards.
* To apply consistently the principles of Equal Opportunities, as embodied in the council’s policies and practices throughout the duties outlined above.
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# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications, and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

You will be expected to address each point separately and, in the order, listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| --- | --- |
| Essential Criteria | Assessed By: |
| 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. | A,I,T |
| Knowledge of Health & Safety as it relates to FM, as well as any other relevant statutory and legislative regulations | A,I,T |
| Proven ability to work to tight deadlines, aware of confidentiality and understanding of the requirements of an office environment. | A,I,T |
| Experience in administrative management including post, reception, cleaning and security work | A,I |
| Awareness of dynamics and requirements within the local authority environment. | A,I,T |
| Good technical and digital skills including standard word processing and use of spreadsheets. | A,I,T |
| An ability to communicate effectively with colleagues and service users and build and manage positive relationships. | A,I,T |
| Desirable Criteria | Assessed By: |
| Experience of working in a public service role and with people with a range of circumstances and needs | D |
| SIA Accreditation | D |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre-employment checks specific to this role are identified below (those ticked).

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| --- | --- | --- | --- |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [x]  | Standard Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):  |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety, and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

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

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| [ ]  | 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 | [x]  | 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 | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):  |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.