

Post title	Facilities Technician Supervisor
Division / Section	Resources
Department	Corporate Property / Facilities Management
Responsible To (Title)	Locality Hub Team Leader
Number of post holders	26
Acting up/ Secondment	

Purpose of Job

To supervise and manage janitorial operations over one or more sites being responsible for a team of Facilities Technicians dealing with day to day matters. Liaise closely and professionally with direct stakeholders and the FM line management in resourcing and planning of larger projects/undertakings.

To help ensure the overall provision of an efficient and effective facilities management service in accordance with the Service Level Agreement, CEC policy and any prevailing general standards.

Major Tasks

The role will include the following list of duties (either at a single location or on a mobile basis across a number of buildings):

- Staff Supervision and Work Co-ordination
- Equipment and furniture and fitting maintenance
- Building maintenance and services
- Security of premises and grounds
- Grounds maintenance /Cleaning /Tidying

Job activities

The range of duties undertaken is likely to include the following:

Staff Supervision and Work Co-ordination

- Supervise the day to day activities of Facilities Technicians, including the co-ordination and allocation of work duties, apportioning workloads and rotas as agreed with the Locality Hub Team Leader and in the event of sickness or absence to provide appropriate cover
- Induct, train, supervise and carry out personal development plans, performance reviews and return to work interviews
- Ensure services are provided in accordance with appropriate management systems and carry out monitoring inspections to ensure the standard of repairs and other tasks undertaken by direct reports comply with agreed standards

- Relevant to the role, ensure that equipment and machines are maintained and serviced by contractors in line with manufacturer's recommendations.

Equipment and furniture and fitting maintenance

- Ensure equipment and furniture maintenance services are delivered to standard, undertaking minor maintenance and repairs to equipment in accordance with good practice and procedures or checking repairs carried out by Facilities Technicians
- Undertaking general portering duties, including moving furniture for the setting up of rooms and halls for events, performances, exams, meetings
- Monitoring and recording all FF&E including the condition of repair of equipment and fixed furniture items as well as reporting serious faults to the Helpdesk and relevant personnel

The list of above duties is not exhaustive and the post-holder will undertake any other duties arising and reasonably pertaining to the post.

Building maintenance and services

- Ensuring the prescribed procedures in the event of or to prevent fire, flooding, accidents or damage are followed
- Undertake or arrange for small work requests and day to day minor maintenance and repairs in accordance with best practice and building maintenance procedures. This can include: maintenance of wooden floor surfaces, tasks of a DIY nature, removal of, or painting over, graffiti, hanging of blinds, shelves or pin boards, maintaining and decorating doors, windows, woodwork and walls and/or checking / assisting with repair tasks
- Ensure that all jobs and tasks, including emergency call-outs, comply with Council policies and procedures and ensure effective management and monitoring of sub-contractors visiting sites
- Ensuring that required temperature levels are maintained throughout the premises in accordance with the Council's energy conservation arrangements.
- Monitoring the condition of heating plant, notifying the appropriate staff member of the need to effect repairs and undertaking routine maintenance. At some locations, cleaning associated convector systems in accordance with established procedures. Monitoring fuel stocks and ordering supplies as necessary, ensuring that adequate fuel is available always. Keeping the boiler-house clear at all times and undertaking frost protection measures as necessary.
- Periodically checking the lighting system throughout the building ensuring that internal and external areas are adequately lit and replacing lighting materials and fuses where possible in accordance with established guidelines, e.g. Electricity at Work Regulations. Making sure that all unnecessary lighting is extinguished when the building is closed.
- Liaising with outside contractors and service partner ensuring that the Team Leader is informed of all work being undertaken and chasing up of work and signing of necessary work orders in consultation with line management when required
- Where the establishment has a swimming pool, undertake tests and maintenance in accordance with relevant guidance

Security and safety of premises and grounds

- Locking and unlocking of buildings and setting/un-setting security systems at prescribed times securing the building at the close of their shift (eg walk round, check doors/gates/windows are closed). This should not infer wider security tasks such as out of hours' emergency/ security incidents.
- Ensuring further that premises and grounds are secured always, changing locks and getting keys cut when required and by using appropriate closed circuit television (CCTV) equipment and radio communications devices
- In accordance with established procedures, contacting the appropriate authorities, inspecting for damage and theft, effecting temporary repairs and, where necessary, liaising with contractors/emergency services on site as relevant
- Undertaking regular testing of fire alarm systems throughout the establishment and reporting accordingly to the designated officer. Also, working closely with staff responsible for fire drill procedures in normal school hours and during evening/weekend/ holiday opening hours.
- Inform appropriate member of staff as and when security or safety risks arise and taking appropriate actions when it is deemed safe to do so
- Conduct daily, weekly and monthly security inspections/sweeps, reporting faults/concerns to the Helpdesk

Grounds maintenance / Cleaning and Tidying

- Inspect for effects of vandalism, broken glass inside and outside the building and where glass or other detritus is identified, corrective action or removal as required as well as ensuring that any graffiti is removed/concealed as soon as possible and reported to management
- Keeping pathways and driveways, hardcore play areas and drainage areas, in a clean and tidy order, collecting and removing litter from these areas
- In the event of snow and frost, the clearing of pedestrian access within the school precincts, applying rock salt on paths, outside steps, driveways, and playgrounds in adverse weather conditions, ensuring all emergency egress routes / doors are clear of ice and snow from the project facility
- Ensure a timely response to reactive cleaning requests including body spillages, and Sharps removals
- Undertake or arrange for the clearing and/or cleaning of external areas, including litter picking, sweeping, clearing drains and external door glasses
- As and when necessary or essential, assist or arrange for assistance of the cleaning team in cleaning of areas

Supervision and Management of People (Numbers and type of staff)

The post holder will have 4-10 direct reports comprising Facilities Technicians. The post will carry full management responsibilities including: carrying out appraisals/annual conversations as determined by CEC policy; dealing with sickness absence and related procedures such as return-to-work meetings; first level disciplinary investigations; approval of holiday requests and recruitment.

The post holder will be required to periodically manage visiting contractors and liaise with other member of the facilities management staff.

Creativity and Innovation

The post holder will be required to work both under direction and be self-motivated with the ability to work on their own initiative. While most works will be undertaken through a planned or responsive service (based on defined response times) there will be a requirement to prioritise both their own and other staff members work.

Contacts and Relationships

The post holder will be required to manage their direct reports ensuring compliance with work schedules and specifications through general management and quality control including task sign-off. The post will involve liaison with council/other staff and incidental contact with the general public as well as management of a team of staff and their interactions with staff, contractors and the public. A high degree of customer care and behavioural standards are required.

Decisions (Discretion)

The post holder will be required to prioritise both their own and that of other staff members and interpret specification requirements to ensure that agreed specifications are met and the appropriate service levels are delivered.

Decisions (Consequences)

The post holder will be required to manage their staff to deliver to the specification requirements and to cooperate with performance measurement so that the overall agreed standards are met.

Resources

The operative will be responsible for the operation of a Council vehicle, maintenance tools and cleaning equipment and the use of materials, cleaning products and consumables.

Environment – Work Demands

The post holder will require to follow an agreed rostering and work schedule including mobility between sites supervised primarily on a planned basis. A degree of flexibility during this deployment will be required to account for prevailing conditions and /or should unforeseen circumstances arise such as issues with access; equipment malfunctions; unexpected work/volume of work or other difficulties.

The post holder will be required to be fully mobile covering management tasks as well as reactive attendance.

It is expected that the ratio of actual operations to supervisory tasks will be around 40:60

Environment – Physical

The post will require normal physical demands for a janitorial operative including, but not limited to, operation of manual and powered maintenance tools and cleaning equipment. The role will require heavy lifting, brushing and general cleaning tasks.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal caretaking based activities. The job may require contact with body spillages, chemical products, construction materials and may require work in an area requiring PPE - all works are to be carried out to agreed method statements and risk assessments.

Environment – Work Context

The post will have the requirement to take care in relation to a normal working environment, work activities and dealing with people both with respect to occupied and unoccupied buildings. Normal health and safety/customer care processes will be required to be followed.

Knowledge and Skills

The post holder will require awareness of the use of cleaning equipment and techniques and an understanding of safe working practices. The post will require a good standard of communications particularly in signage and giving guidance or instructions.

The post holder will be required to have experience in a Caretaking role with a good level of maintenance / DIY skills. A full driving licence is required.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.