



Post title	Facilities Assistant
Division / Section	Resources
Department	Corporate Property / Facilities Management
Responsible To (Title)	Facilities Technician Supervisor

Purpose of Job

To provide direct support to staff, students and members of the community within all types of Council properties with particular reference to customer care. To undertake all duties relating to the operation and maintenance of the building and surrounding grounds, ensuring minimal disruption to the daily activities of establishment users.

Major Tasks

Under the direction of the officer designated by the local authority and in accordance with the practices and procedures of the authority, the Facilities Assistant will be responsible for:

- £ Security of the building and grounds
- £ Maintenance of the building (either reporting or carrying out minor jobs)
- £ Ensuring facilities/equipment are available and set up for users
- £ Reactive cleaning of the building, equipment and surrounding grounds
- £ Porterage duties
- £ Litter picking duties

Job Activities

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

- £ Opening of premises and grounds at prescribed times and ensuring that these are secure at the end of the working day. Co-operating with all appropriate personnel and agencies in maintaining the security of the premises.
- £ Patrolling the premises and associated grounds (as defined elsewhere), monitoring public areas and generally ensuring that security is maintained during hours of opening. This may include the operation and monitoring of closed circuit television (CCTV) equipment and the use of radio communications devices.
- £ Carrying out prescribed procedures in the event of fire, flooding, accident or damage, including liaising with the appropriate staff, contractors etc.

- £ Informing the appropriate member of staff as and when security or safety risks arise. Also taking appropriate action where and when it is deemed safe to do so, including liaison with the police, e.g. in relation to unauthorised entry or vandalism.
- £ 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. Monitoring fuel stocks and ordering supplies as necessary, ensuring that adequate fuel is available at all times. 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.
- £ 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 working hours and during evening/weekend/ holiday opening hours.
- £ Undertaking minor maintenance and repairs in accordance with the established energy management/building maintenance procedures. Other tasks undertaken will be of a DIY nature and will necessarily be limited by the particular skills, experience and/or training of individuals, the availability of tools and related equipment and the overriding importance of safety considerations.
- £ Liaising as required with outside contractors and the Council's framework contractors.
- £
- £ Ensuring that litter is cleared regularly from inside the building and from all external areas within the boundaries of the establishment, including all weather surfaces and soft playing areas.
- £ Monitoring of energy/water usage, metering and recording of anomalies (including periodic submission of meter reads)
- £ Ensure temperature settings and timings on heating, cooling and ventilation equipment (boilers/radiators/fans etc.) are at the correct setting and adjust as required. Report to helpdesk if out with ability to maintain/correct.
- £ Monitoring and ensuring that openings (windows/doors/ventilators etc.) are open/closed in accordance with best practice and CEC policy.
- £ Monitoring and ensuring that electrical equipment appliances are only on when required and off otherwise.
- £ Water monitoring and reporting of any drips, leaks, running taps etc.
- £ Where applicable ensure swimming pool covers are applied when pool is not in use. Maintaining swimming pool only if trained and holding a Pool Plant Operators certificate.

- £ In the event of snow and frost, the clearing of fire exit routes and pedestrian access within and surrounding the building. Gritting as and when required.
 - £ Ensuring that body and other emergency spillages are dealt with in accordance with the agreed procedures.
 - £ Ensuring that graffiti is removed/concealed as soon as possible.
 - £ Transporting materials and equipment throughout the building; ensuring that these are delivered in good time and stored appropriately.
 - £ Preparing rooms and halls for a range of uses, including setting out, removal and storage of furniture and equipment, erecting and dismantling stages, platforms etc. All of this in accordance with health and safety and manual handling procedures.
- Observing established health and safety procedures and ensuring that these are applied appropriately.
- £
 - £ Ordering supplies as and when required seeking approval from line management.
 - £
 - £ Any other duties arising and reasonably pertaining to the post.

Supervision and Management of People

None.

Creativity and Innovation

Must have good planning and decision making skills and the ability to take personal responsibility and able to re-prioritise where problems arise.

Must be customer focused, flexible and have the ability to deal positively with change. Appropriate and precise recording methods of site visits, maintenance etc. and respond to emergency situations.

Contacts and Relationships

On a daily basis the post holder may deal with a variety of people including Council staff, service users - children, contractors, public and emergency services whilst providing a key front line service.

Decisions (Discretion)

Dealing appropriately with enquiries from staff, contractors and members of the public. Identifying the action to be taken with regard to such matters as security, alarm systems, problems with cleaning standards, condition of heating plant etc. Informing the appropriate members of staff accordingly. Determining which items of building/fabric repair and maintenance can be handled by self or colleague rather than in-house provider. Taking the correct action in the event of, fire, flood, accident, damage or unauthorised person on premises.

Although the majority of tasks may be carried out on a routine basis, problems will arise which require immediate attention and the post holder will be expected to re-organise priorities at short notice. Ensuring the security and safety of the building and identifying action to be taken in an

emergency. Liaising with emergency services as and when required.

Ensuring the operation of facilities management systems and procedures are followed whilst carrying out daily tasks.

Decisions (Consequences)

By following procedures and making the right decisions staff, contractors and the public can carry out council business in a safe, flexible and manageable working environment.

The post holder must be aware of all FM related issues and respond accordingly.

Resources

Ensuring correct use and safe keeping of toolbox and power tools and where applicable.

Stocktaking/ordering/receiving/storing & supplying sanitary supplies eg: hand towels, soap, toilet tissue, working within the guidelines of COSHH (Control of Substances Hazardous to Health).

Responsible for registers such as maintenance register, hazardous substances, incident book, fire alarm testing and post holder will log outstanding jobs, monitor progress, ensure contractors sign in and out.

Responsible for opening and closing the premises, security systems, fire alarm systems, heating systems, lighting systems and general maintenance as required. Responsible for CCTV equipment in the office by changing media daily and storing in case needed for any investigation of any incident.

Environment – Work Demands

The post holder has a programme of work with daily/weekly/monthly duties to follow and will be responsible for dealing with any ad-hoc issues as they arise through their line manager.

Environment – Physical

This post is physical and requires a lot of lifting, setting up and dismantling of equipment, moving furniture, walking around the premises,

Environment – Working conditions

This post involves working indoors/outdoors in all weather conditions to ensure the building and grounds are safe and secure. The majority of the post is indoors but will require some outdoor work

Environment – Work Context

The post may involve working alone, often being the only member of staff on the premises.

Shift work may be required depending on service delivery requirements.

Knowledge and Skills

The post holder should have a good general standard of education. Computer skills and SVQ level training in related activities is desirable with good IT skills.

Good customer care, communication and organisational skills as well as being approachable and accommodating. Good problem solving skills are required to resolve issues arising within the premises.

Health and Safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#)