

Person Specification

Position Title	Facilities Assistant
Team	Property and Facilities Management
Directorate	Resources
Responsible To	Facilities Technician Supervisor

Person Specification

Qualifications, training & professional membership	• Good standard of written and oral communication	Essential
	• Basic knowledge of Health & Safety management in an operational maintenance environment	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

- General maintenance and handyman skills and experience with a variety of tools and equipment Essential
- Experience of working within a caretaking/small works team to deliver shared results Essential
- Demonstrates good written and verbal communication skills Essential
- Self-motivated with the ability to carry out duties with minimal supervision and the ability to work under pressure Essential
- Ability to co-ordinate a range of duties and meet deadlines Essential
- Ability to remain calm and respond positively to challenging situations and difficulties Essential
- The ability to be flexible and adaptable in performing tasks which are normally outside of the job specification but considered commensurate with the role Essential

- The ability to prioritise effectively, managing a busy diary and a varied workload to meet demands and deadlines – multi tasking
- Essential
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Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

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| Customer focused | <ul style="list-style-type: none"> • is respectful and courteous to customers/clients • understands and resolves customer/clients needs • takes opportunities to improve customer/client services • is aware of service levels expected and strives to meet them • seeks and acts on feedback from customers/clients • supports others when dealing with customers/clients. |
| Works Effectively with others | <ul style="list-style-type: none"> • treats others in a fair and equal manner • considers and respects other peoples ideas/opinions • co-operates with others in the workplace • adapts own views and ideas for the good of the team • goes out of their way to help others. |
| Managing change | <ul style="list-style-type: none"> • is willing to try new or different ways of working • displays a flexible attitude to duties and responsibilities • reprioritises own work when deadlines are changed • helps others to adapt to change. |
| Taking Ownership and Responsibility | <ul style="list-style-type: none"> • manages own time effectively and works productively • responds positively to feedback and takes appropriate action • ensures own knowledge and skills are sufficient for the job • considers how own behaviour affects others and changes accordingly • recognises and acts when something needs to be done. |
| Communicating Effectively | <ul style="list-style-type: none"> • listens carefully and asks questions if understanding is unclear • uses simple and clear language • seeks advice when necessary • provides clear and accurate information • uses appropriate body language and eye contact. |
| Planning and Decision Making | <ul style="list-style-type: none"> • works in a planned and organised way • follows instructions and procedures • understands what decisions can be taken within own duties and makes them when required • takes account of available resources when planning own work activities. |