

## JOB DESCRIPTION



<b>Job Title</b>	Facilities Officer
------------------	--------------------

<b>Salary</b>
---------------

<b>Directorate:</b>	Delivery	<b>Section/Location:</b>	Facilities
<b>Grade/Salary Range:</b>	BGI	<b>Work style:</b>	Fixed

### Key Objectives of the role

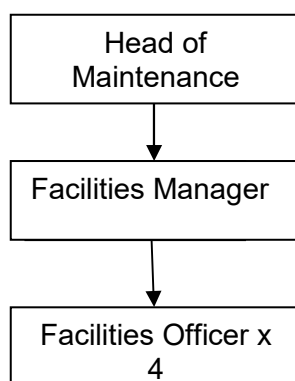
*No more than three points should be included here as it is an overview for the purpose of the role*

- To provide a front-line service in ensuring the BFC town centre sites operate to serve the Council's requirements and to provide excellent facilities support to building occupants and visitors.

### Designation of post and position within departmental structure

*Evidence via an organisation chart, whom the post reports to, include direct reports into the role if applicable*

The post is within the Facilities team in Property and reports to the Facilities Manager



### Daily and monthly responsibilities

- To be responsible to the Facilities Manager for the Council's town centre sites including ensuring opening and securing of designated sites at the beginning and end of each working day and at other times when required together with ensuring all security features are regularly tested and function correctly and that correct access control is maintained.
- Raise Reactive Maintenance work requests for the relevant sites.
- Carry out minor building related maintenance and cosmetic repairs and to work through pre-planned schedules of such work as required.
- To carry out administrative duties including the use of outlook, word and excel.
- To provide supervision for all contractors and cleaners within or around the sites. This will include booking them on to site, issuing permits to work and maintaining an accurate

---

record, giving specific instructions and tasks and carrying out quality checks of works carried out.

- Responsible for the process for issuing and controlling building access passes for relevant sites. The day to day management of the CCTV, security systems and associated databases.
  - To undertake regular building and site inspections, reporting and managing faults as per current processes and maintaining and continual development of the Facilities Management helpdesk portal (ZONE) and the specific requirements for each site.
  - Raise Reactive Maintenance work requests for the relevant sites.
  - Carry out minor building related maintenance and cosmetic repairs and to work through pre-planned schedules of such work as required.
  - Carry out ground's maintenance of external areas with the sites. This will include snow clearing and gritting, litter picking and cutting back of foliage.
  - To prepare and set up rooms for meetings, including furniture, refreshments and technical audio-visual equipment, as and when required, and to tidy and return same to predetermined layouts when finished with. Customer support to room users will also be required.
  - Purchase stock using the company debit card and collect from local wholesalers.
  - Make up refreshment baskets required for meetings and assist with the management of this centralised budget.
  - Assist with the management of the Council's catering contract within the designated sites.
  - Assist in managing the Council's centralised secure waste contract; approving additional collections within specified budgetary limits and monitoring the monthly spend on this centralised budget.
  - Assist in managing the Council's commercial waste contracts for relevant sites ensuring recycling is adhered to and the sites are as environmentally friendly as is practicably possible.
  - To assist with all aspects of Health & Safety within the sites including regular inspections, reviews and testing. Including evacuation procedures, updating First Aid details, floor marshals, evacuation chairs, maintaining First Aid stock and ensure that effective communications are disseminated to staff and elected members regarding Health and Safety.
  - To assist with the control of heating, cooling and associated services within the building using building management software.
  - To assist with the control of parking within the designated parking areas associated within the sites.
  - Obtain quotes for the Facilities Manager for relevant works on sites, following the Council's procurement guidelines.
  - Prepare relevant invoices for payment by Accounts Payable and recharge where appropriate to individual Cost Centres.
  - To assist the designated Move Manager or Project Managers with relocation of staff, departmental and office moves when required within the designated sites.
  - To deputise for the Facilities Manager in times of absence.
  - Represent the Facilities Manager when required at meetings such as Health and Safety, Evacuation, Quarterly contract meetings (cleaning and secure waste contract)
  - To carry out such other duties as may from time to time be allocated as are compatible with the post holder's qualification and/or experience.
  - Assist in maintenance of the Facilities Management's intranet page keeping it current and relevant.
-

---

## Scope of role

*Consider budget/resource control, impact on community*

---

### Budgetary

- The post holder has delegated authority (with agreed limits) to make purchases, using a purchasing card, to ensure the efficient operation of the designated sites.
- The post holder has delegated authority (with agreed limits) to approve additional collections for the Council's secure waste contract (Council wide) and commercial waste contract (relevant sites)
- To assist in the monitoring of expenditure.

### Impact

- First point of contact for staff, elected members and contractors for building related issues.
- Safety of all staff, visitors, elected members and contractors within the relevant sites.
- Post holder has a key role in running the Council's town centre sites from opening up, through the operational day and securing the sites at the end of business. This impacts on BFC's ability to deliver services both to the public at large and within the political framework.

### Resource

- No direct staff management but administration and personal skills in use throughout the day
- Own diary management, prioritising time and meeting deadlines is essential part of the role
- The role necessitates working a shift pattern across the relevant sites which includes evening shifts and weekends when required.

---

***Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.***

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<p>Health &amp; Safety or other work-related qualification.</p> <p>Happy to undertake hands-on, manual work</p> <p>Used to working shift patterns</p> <p>Computer literate with a good knowledge of using Microsoft office, including excel.</p>	<p>FM management qualification.</p> <p>Hold a valid First Aid certificate.</p> <p>NVQ level 2 or equivalent in customer care.</p> <p>Has previously written and reviewed procedures and processes</p> <p>Manual handling training.</p> <p>Background in FM</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Basic level of spoken English</p> <p>Full clean UK B driving licence.</p> <p>The ability to work without close supervision and as a member of a team.</p> <p>Competence in the use of databases.</p> <p>Background in a general maintenance.</p> <p>Excellent communication skills, including a high degree of professionalism and tact.</p> <p>Excellent customer care skills.</p> <p>Excellent written and oral communication skills.</p> <p>The ability to implement Bracknell Forest Council policy in a consistent, firm but customer sensitive way.</p> <p>The ability to prioritise, plan and organise resources to ensure that deadlines and agreed targets are met.</p>	<p>Experience of working with complex building management systems.</p> <p>Competence in the use of Audio Visual equipment</p> <p>Experience of CCTV and building access security systems.</p> <p>Experience in the workings of large multi-occupancy buildings</p>
<b>Work-related Personal Requirements</b>	<p>Ability to lift heavy objects.</p> <p>Be flexible to changes in the rotas covering sickness and holidays.</p> <p>To be confident in owning a task from start to fruition.</p>	

---

Ability to receive and follow instructions and to work co-operatively in a team environment

Ability to work effectively under pressure and show initiative to achieve tasks

Able to work well both unsupervised and with others and to relate to a wide range of customers.

Ability to observe requirements of confidentiality.

Reliable, trustworthy and diligent

---

**Other Work Requirements**

To wear the official uniform as provided.

Working between Council Office sites in Bracknell Town Centre.

Hold keys for selected sites.

The post is based on a 37 hour working week on a shift system plus additional overtime as required.

Must be able to demonstrate the Council's values and behaviours.

Politically sensitive.

---

**KEY CRITERIA**

**ESSENTIAL**

**DESIRABLE**

**Role models and demonstrates the Council's values and behaviours**

