

Job Description



Job Title: Senior Facilities Officer (Folkestone Road Depot only)	Service Area: Building Services, Property	
Directorate: Inclusive Economy, Housing and Culture	Post Number: Fusion	Evaluation number: 7854
Grade: S02	Date last updated: 18 June 2026	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

Managing a small team to provide a range of essential services related to the operation and management of corporate administration buildings and depots including the following:

- Porterage and delivery services
- Meeting/training room set up and clearance
- General building administration duties
- Managing access control including the production/amendment/deletion of ID cards to staff and tenants in accordance with relevant policies and procedures

- Raising purchase orders
- Ensuring help calls for repairs and maintenance are raised via the correct channels
- Dealing with any building related issues in the first instance
- Conduct daily inspections with the team to identify urgent repairs, grounds maintenance issues, and health and safety issues
- Manage and co-ordinate in-house building repairs and maintenance services; ensuring that job requests received are logged on the correct platform, prioritised and completed in a timely manner.
- To liaise with customers/building occupiers/tenants to ensure that they are updated on progress and the job is closed once completed.

Procure building materials and equipment required for in-house repairs and maintenance

Job Summary

- Under the management of the Soft FM Manager, manage and co-ordinate the work the onsite team
- Ensure routine building inspections are undertaken along with other tasks such as portering; consumables replenishment, coordination of large incoming deliveries, etc.
- Work with the Soft FM Managers and Head of Buildings FM Compliance & Maintenance to ensure the safety and integrity of Folkestone Road Depot: people and the site
- Ensure any building issues, repairs and maintenance are recorded and reported via the correct channels.
- First point of contact for any escalation issues from colleagues, tenants, building users, residents or members of the public.
- In conjunction with the Soft FM Manager, Head of Buildings FM Compliance & Maintenance, and the wider Building Services team, review and develop health and safety systems and processes liaising with Corporate Health & Safety where required, to ensure the safety as far as reasonably possible of staff, contractors and visitors to the site.

**THIS IS NOT A HYBRID ROLE AND REQUIRES THE POST HOLDER TO
ATTEND THE WORKPLACE IN PERSON FULL TIME**

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- The post holder reports to the Soft FM Manager

- The post holder has direct line management responsibility and is expected to lead and support the work of the team
- I. Lead and manage a team to provide a range of essential services related to the operation and management of Folkestone Road Depot including the following:
 - a. Portage and delivery services
 - b. Meeting/training room set up and clearance in conjunction with Business Support
 - c. General building administration duties
 - d. Routine Building Inspections
 - e. Repairs and maintenance including health & safety
 - II. Supporting the Soft FM Managers with a range of tasks including, but not limited to:
 - a. Raising and receipting purchase orders; obtaining quotes for goods and services and reviewing these to determine best value
 - b. Raising help calls for repairs and maintenance
 - c. Ensuring all relevant data is captured and uploaded to relevant platforms and correct channels used to raise all help calls and store data
 - d. Dealing with any escalation issues
 - e. Supporting planned and unplanned evacuations and assisting in emergency situations
 - f. Identifying ways to make systems and processes more efficient: innovation
 - g. Adhering to Building Services standard operating procedures
 - III. Operates an ethos of joint working and operates across the board regardless of location
 - IV. Invests in people and skills to deliver a sustainable business including ensuring that all mandatory training is completed and personal and professional development is encouraged across the team

To undertake all responsibilities listed below:

1. Lead and co-ordinate the work of the team in delivering a professional service
2. Prepare duty rosters to ensure appropriate staffing cover at all times
3. Ensure routine building inspections are carried out following the standard operating procedures of Building Services and any findings are actioned accordingly and in a timely manner
4. Support the Soft FM Managers and Hard FM Team with building user group meetings and joint union/H&S inspections taking note of actions and working to address and close these out in a timely manner
5. Utilise the team to undertake other duties including but not limited to:
 - a. Checking first aid boxes and replenishing stock
 - b. Monitoring levels of consumables such as paper and refreshments, etc. so that orders can be placed in a timely manner

- c. Checking batteries on defib units; ensuring all fire extinguishers are in correct locations; ensuring all posters and signage around the building are up to date, accurate and relevant
 - d. Monitor the car park fulfilling all associated administrative duties and ensuring all income is recovered
- 6. Assist in evacuation procedures and emergencies: fire warden
- 7. Provide immediate support as may be necessary to the public entering or departing buildings giving particular attention to the elderly, visually impaired or people with mobility difficulties (persons with sensory/physical disabilities or communication difficulties)
- 8. Manage disruptive or potentially aggressive situations with visitors to corporate buildings, including managing the removal of such persons from buildings/site where necessary in accordance with defined procedures and training and security protocols
- 9. Control access of contractors and other authorised persons as necessary working closely, taking lead from the Hard FM team in Building Services for repairs, maintenance, servicing and PPM/compliance
- 10. Keep corridors and escape routes clear of obstructions
- 11. Monitor standard of building cleaning, window cleaning, landscaping maintenance, pest control, waste and confidential waste in the building, ensuring that standards are achieved. Report problems to Soft FM Managers
- 12. Provide appropriate access to the depot in the event of snow or minor flooding or similar emergency situations in partnership with onsite winter maintenance team
- 13. Place work request/orders via the Helpdesk for allocation to relevant internal resource/contractor
- 14. Ensuring safe and proper disposal of trade waste and other waste from the buildings
- 15. Set up meeting room layouts in accordance with instructions/requests and at times required - advise on layout when required in conjunction with Business Support
- 16. Managing access control including the production/amendment/deletion of ID cards to staff and tenants in accordance with relevant policies and procedures
- 17. Perform administrative tasks within the Building Services area

Other Duties

- 1. Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- 2. To treat all information acquired through your employment, both formally and informally, in strict confidence.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: • Use of relevant ICT and systems such as: Fusion; Outlook, Teams, Lenel • Knowledge of how to manage a building from a H&S perspective • Good knowledge of council services to be able to manage queries effectively	Application Application & Interview Application

EDUCATION/QUALIFICATIONS • Non-specific Desirable Qualification or strong knowledge of Multi- trade skills to undertake and supervise basic repairs & maintenance	Application
SKILLS AND ABILITIES: • Effective use of IT resources • Acting independently and exercising judgement to determine priorities and allocate work accordingly • Effective delegation of tasks and responsibilities to team members • Listening to customer needs and responding appropriately • Responding effectively to both planned and unplanned events – able to make clear and rational decisions in an autonomous manner if required. • Effective communication skills applied to both staff and customers • Building/leading an effective team undertaking both customer facing and ‘back of house’ functions • Building and maintaining effective customer relations • Ability to record and present relevant data as required • Raise and receipt purchase orders following relevant policies and procedures • Review and challenge costs/quotes for goods/services • Able to manage a team, lead, motivate and inspire • Able to produce, review and update risk assessments.	Application Application Application Application & Interview Application & Interview Application Application Application Application & Interview Application Application Application & Interview Application & Interview
EXPERIENCE: • Delivering a high quality service to building occupiers • Delivering services in a large site with multiple occupiers: • Managing a team, rotas, performance, development	Application & Interview Application & Interview Application & Interview

PERSONAL STYLE AND BEHAVIOUR: • Good interpersonal skills • Exhibits a 'can do' attitude • Committed to customer service • Resilient – able to utilise negative service feedback to drive service improvement	Application Application Application Application
OTHER SPECIAL REQUIREMENTS: • Level of physical fitness suitable to undertake the tasks set out in the role • Committed to the achievement of equal opportunities • This is not a hybrid role and requires the post holder to attend the workplace in person full time	Application Application Application