

Employing council



Job Title	Senior Facilities Officer
Grade	Havering: G6 / Newham: SO2
Location	Newham or Havering. The post holder must be flexible and work across both council sites working 5 days a week covering Monday to Saturday and flexible to work the occasional Sunday

Accountable to:	Campus Manager / Building Services Manager
Accountable for:	Facilities Officer(s) Building Services Officers Internal Courier – Romford Campus Sessional Front of House Staff – Stratford Campus
Job Purpose:	<p>Managing a team of Facilities, Maintenance and Building Services Officers to provide a range of essential services related to the operation and management of corporate buildings including the following:</p> <ul style="list-style-type: none"> • Reception services in corporate buildings • Porterage and delivery services • Meeting/training room set up and clearance • General building administration duties • Building opening and lockdown • Minor building repairs and maintenance
Specific Responsibilities	<ol style="list-style-type: none"> 1. Manage, lead and co-ordinate the work of Facilities, Maintenance and Building Services Officers in delivering the facilities management services. 2. Prepare duty rosters to ensure appropriate staffing cover at all times. 3. Undertake all line management functions such as mentoring, coaching, supporting staff and return to work interviews 4. Provide reception service to building visitors, manage face to face enquiries and offer general advice on Council services.

	<ol style="list-style-type: none"> 5. Manage and co-ordinate minor building repairs and maintenance services. 6. Assist Energy Management Team to implement energy management initiatives. 7. Manage visitor parking, issue temporary visitor passes, control access and guide visitors as required for meetings 8. Transport items and materials between and around corporate buildings using lifting and other equipment provided. 9. Assist in evacuation procedures, including use of 'Evac' chairs in accordance with training provided 10. 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) 11. Respond immediately to help desk/counter alarms/interview rooms 12. Ensure furniture in meeting rooms, offices, break out areas and other rooms are set up and serviceable.+ 13. Manage disruptive or potentially aggressive situations with visitors to corporate buildings in accordance with defined procedures and training. 14. Control access of contractors and other authorised persons as necessary 15. Actively and regularly patrol the building campus, including all car parks and carrying out security procedures for the building and grounds. Regularly monitor the CCTV screens and report any unusual occurrences 16. As required, hang banners and flags in accordance with relevant policies 17. Keep corridors and escape routes clear of obstructions 18. Monitor standard of facilities e.g building cleaning and window cleaning in Admin Buildings, ensuring that standards are achieved. Report problems to FM Helpdesk 19. Provide appropriate access to buildings at any time in the event of snow or minor flooding or similar emergency situations 20. Identify and raise work requests/orders via the FM Helpdesk for minor repairs, health and safety improvements, furniture and equipment requests 21. Ensuring safe and proper disposal of trade waste and other waste from the buildings 22. Set up meeting room layouts in accordance with instructions/requests and at times required - advise on layout when required
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	<p>23. Assist the set up of audio visual presentation equipment</p> <p>24. Process applications for staff ID cards and parking permits and administer related computer systems</p> <p>25. Perform administrative tasks within the Facilities Management service.</p> <p>26. Administer First Aid to visitors (and staff in the absence of another trained first aider) where required, in accordance with training provided</p> <p>27. Deputise for the Campus Manager as and when required</p>
oneSource Corporate Critical Success Factors	<ul style="list-style-type: none"> • Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money • Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach • Delivers a resilient business, which continuously improves and innovates with healthy revenue streams • Operates an ethos of joint working and operates across the board regardless of location • Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this • Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve • Invests in people and skills to deliver a sustainable business • Provides a transactional service that is multi-channelled, face to face, local and nationwide
General	<ul style="list-style-type: none"> • oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. • 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 • Deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures. • Comply with Health and Safety Regulations associated with your employment. • 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

	<p>ensure that all processes comply with this.</p> <ul style="list-style-type: none">• To treat all information acquired through your employment, both formally and informally, in strict confidence.
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Newham - Person Specification
(Not applicable to Havering posts)

	Criteria	Method of assessment
Able to demonstrate and evidence a highly developed Competence in:	<ul style="list-style-type: none"> • Acting independently and exercising judgement to determine priorities and allocate work accordingly • Effective delegation of tasks and responsibilities to team members • Effective use of IT resources • Listening to customer needs and responding appropriately • Responding effectively to both planned and unplanned events – able to make clear and rationale decisions in an autonomous manner if required. • Effective communication skills applied to both staff and customers 	
Able to demonstrate and evidence Knowledge and experience in	<ul style="list-style-type: none"> • Building/leading an effective team undertaking both customer facing and 'back of house' functions • Building and maintaining effective customer relations • Delivering services across multiple locations • Successful performance management, including addressing underperformance. 	
Behaviours and personal qualities	<ul style="list-style-type: none"> • Good interpersonal skills • Exhibits a 'can do' attitude • Level of physical fitness suitable to undertake the tasks set out in the role 	

Havering Competencies
(Not applicable to Newham posts)

Competency Profile

Competency	Level	Criteria to be Evidenced (Description)
Achieving Results and Success	B	<ul style="list-style-type: none"> Assumes personal responsibility for achieving outcomes and making appropriate decisions and is considerate of others and their contributions Monitors and evaluates own performance against targets Develop new ways of working to achieve results Demonstrates high personal standards as an example to others and delivers what they agree Is consistently positive and remains focused and flexible when faced with competing demands and priorities Allocates time and resources to reflect priorities Seeks information to aid decision making
Communicating Openly and Effectively	B	<ul style="list-style-type: none"> Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others. Summarises information to check understanding Expresses thoughts and ideas clearly and consistently and objectively discusses options Approachable and responsive to people's needs
Delivering Excellent Customer Service	C	<ul style="list-style-type: none"> Acts as role model in own personal approach to customer focus Proactively seeks and effectively uses customer information to inform service delivery Proactively seeks to establish and meet current and future needs of customers Organises processes around customers,

		<p>taking account of complex and sensitive issues to meet their long term needs</p> <ul style="list-style-type: none"> • Implements and utilises systems to record customer feedback and communicates ideas and information to appropriate people, ensuring information is fed back into appropriate systems e.g. CRM • Creates an environment where team/s are empowered to put customers first
Managing Personal and Organisational Change	A	<ul style="list-style-type: none"> • Identifies opportunities to improve and adapt ways of working and is open to changing processes and methods where needed • Accepts and adapts positively to change • Is open to new ideas and listens to other people's points of view. • Shows a willingness to adapt and be flexible to changes in priority and workload • Shows a willingness to take on tasks and projects to develop themselves and takes advantage of development opportunities • Keen to acquire new skills
Planning and Implementing	B	<ul style="list-style-type: none"> • Plans and prioritises workload to ensure deadlines are met through busy periods • Monitors and adjusts plans as necessary • Communicates the plans to appropriate staff / stakeholders • Makes effective use of time • Balances short term requests with long term priorities • Determination and commitment
Respecting Others	B	<ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make • Demonstrates integrity at all times • Considers impact of own actions and tries to cater for the differing needs of others • Acts as a role model sets a personal example of good equalities practice at all times • Challenges inappropriate and discriminatory behaviour • Understands different learning and personality styles and preferences • Respects confidentiality wherever appropriate • Acts upon concerns about discrimination or inequality of opportunity • Applies consistent standards of service and response