

Employing council



Job Title	Facilities Officer
Grade	Havering: G4 / Newham: Scale 4
Location	Newham or Havering. The post holder must be flexible and work across sites in both councils

Accountable to:	Senior Facilities Officer
Accountable for:	No specific staffing responsibilities
Job Purpose:	<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 • Post room activities, both electronic and manual.
Specific Responsibilities	<ol style="list-style-type: none"> 1. Provide reception service to building visitors, manage face to face enquiries and offer general advice on Council services. 2. Manage visitor parking, issue temporary visitor passes, control access and guide visitors as required for meetings 3. Transport items and materials between and around corporate buildings using lifting and other equipment provided. 4. Assist in evacuation procedures, including use of 'Evac' chairs in accordance with training provided 5. 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) 6. Respond immediately to help desk/counter alarms/interview rooms

	<ol style="list-style-type: none"> 7. Manage disruptive or potentially aggressive situations with visitors to corporate buildings in accordance with defined procedures and training 8. Very occasionally open and close corporate buildings at the start and end of the working day. 9. Control access of contractors and other authorised persons as necessary 10. 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 11. As required, hang banners and flags in accordance with relevant policies 12. Keep corridors and escape routes clear of obstructions 13. Monitor standard of building cleaning and window cleaning in Admin Buildings, ensuring that standards are achieved. Report problems to FM Helpdesk 14. Provide appropriate access to buildings in the event of snow or minor flooding or similar emergency situations 15. Carry out periodic site health and safety inspections to help prevent incidents and injury 16. Identify, record and place work request/orders via the FM Helpdesk for minor repairs, health and safety improvements, furniture and equipment requests 17. Periodically check furniture in meeting rooms, offices, break out areas and other rooms are set up and serviceable. 18. Ensuring safe and proper disposal of trade waste and other waste from the buildings 19. Set up meeting room layouts in accordance with instructions/requests and at times required - advise on layout when required 20. Assist the set up of audio visual presentation equipment 21. Process applications for staff ID cards and parking permits and administer related computer systems 22. Carry out all tasks associated with the preparation, scanning (Data Image Processing), recording, and indexing of documentation relating to a range of council services. 23. Receive, collate, and prepare the post (both internal and external) for posting, indexing and scanning, or re-direction and to assist in the smooth running of the postal and electronic postal service. 24. Sort and correctly frank the external mail, ensuring the correct cost code is allocated to the various departments
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	<p>25. Sort and process Councillors documents, including use of the internal courier postal service</p> <p>26. Receive and log customer 'valuables' for verification purposes copying and recording information as appropriate and returning safely to customers in required timescale.</p> <p>27. Perform administrative tasks within the Facilities Management service.</p> <p>28. Administer First Aid to visitors (and staff in the absence of another trained first aider) where required, in accordance with training provided</p> <p>29. The post holder is required to work a 5 day week coverage (Monday – Saturday).</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.

	<ul style="list-style-type: none">• 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 ensure that all processes comply with this.• 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"> • Good communication skills – able to respond effectively to a variety of requests and queries. • Customer service skills • Use of relevant IT applications 	Interview/test Interview/test Interview/test
Able to demonstrate and evidence Knowledge and experience in	<ul style="list-style-type: none"> • Previous experience of working in a public facing role. • Able to work independently and exercise discretion when required • Sufficient knowledge of Council functions to be able to manage reception queries effectively. 	Interview Interview Interview
Behaviours and personal qualities	<ul style="list-style-type: none"> • Team player – willing to show personal commitment for the benefit of the team • Will take personal responsibility for achievement of tasks and fulfilling duties • Physical level of fitness sufficient to undertake the tasks set out. • Exhibits a ‘can do’ attitude 	Test Interview Interview

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	B	<ul style="list-style-type: none"> Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs Analyses and understands delivery and range of services, providing solutions to individual customer needs Develops and maintains constructive relationships with customers

		<ul style="list-style-type: none"> • Takes pride in delivering high quality services and seeks to expand own skills • Constantly questions “how will this benefit the customer?” • Seeks customer feedback to identify ways to improve customer experience
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	A	<ul style="list-style-type: none"> • Plans and prioritises workload to ensure deadlines are met • Monitors and adjusts plans as necessary • Makes effective use of time • Determination and commitment
Respecting Others	A	<ul style="list-style-type: none"> • Acknowledges the positive contribution that everyone can make • Shows respect and understanding for all individuals, irrespective of gender, ethnic origin, race, disability, age, sexual orientation and religion • Is open, ethical and honest • Delivers what they have promised • Generates respect and trust • Considers impact of own actions and tries to cater for the differing needs of others • Challenges inappropriate and discriminatory behaviour • Escalates inappropriate behaviours and actions to the appropriate person/s • Uses language and behaves in an appropriate way, treating others fairly and professionally. • Respects confidentiality wherever appropriate