

# Job Description



<b>Job Title:</b> Facilities Officer	<b>Service Area:</b> Property Services, Facilities Management	
<b>Directorate:</b> Resources	<b>Post Number:</b> Fusion	<b>Evaluation Number:</b> 7217
<b>Grade:</b> Scale 4	<b>Date last updated:</b> April 2024	

## **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**

Provide a range of facilities and reception services to visitors, internal colleagues and tenants and maintaining a professional, safe and welcoming working environment by undertaking a range of facilities management tasks including building inspections.

## **Job Summary**

Work to the direction of the senior facilities officer and campus manager in delivering excellent reception services and facilities undertaking a range of duties to provide a welcoming and safe environment for all including internal services and visitors.

### **Key Tasks and Accountabilities:**

1. Provide a professional reception service.
2. At the direction of the senior facilities officer or campus manager, control access of contractors and other authorised persons as necessary.
3. Undertake routine inspections of furniture and common areas reporting any issues found to the senior facilities officer or campus manager on site for rectification.
4. Undertake routine inspections of all furniture on the site and arrange for maintenance or appropriate disposal.
5. General building administration duties.
6. Monitor standards of facilities e.g. building cleaning and window cleaning across the site, ensuring that standards are achieved. Report problems to senior facilities officer or campus manager.
7. General housekeeping of common areas including kitchens, meeting and breakout spaces ensuring these are kept tidy and free of any obstructions.
8. Identify, record and place work request/orders via the FM Helpdesk for minor repairs, health and safety and identify improvements to the aesthetics of the site to provide a professional and welcoming working environment.
9. Ensure adherence to Health and Safety at all times.
10. Process applications for staff ID cards

### **To undertake all responsibilities listed below:**

1. 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) where required.
2. Assist in evacuation procedures both planned and unplanned.
3. Manage disruptive or potentially aggressive situations with visitors to corporate buildings in accordance with defined procedures and training.
4. Control access of contractors and other authorised persons as necessary
5. Keep corridors and escape routes clear of obstructions.
6. Monitor standards of facilities e.g. building cleaning and window cleaning in Admin Buildings, ensuring that standards are achieved. Report problems to senior facilities officer or campus manager.
7. Identify, record and place work request/orders via the FM Helpdesk for minor repairs, health and safety and improvements to the site to provide a professional and welcoming working environment.

8. Periodically check furniture in meeting rooms, offices, break out areas and other rooms reporting any damage or broken furniture ensuring these are appropriately removed/disposed of.
9. Set up meeting room layouts in accordance with instructions/requests and at times required.
10. Perform administrative tasks within the Facilities Management service.
11. Demonstrate a flexible approach in the delivery of work within the Directorate. Consequently, the post holder may be required to perform work not specifically identified in the job profiles, but which are in line with the general level of responsibilities of the post.

### **Other Duties**

- The post holder may be required to work pre-planned, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
- The post holder may be required to provide key holder cover out of hours, however this requirement is not obligatory. Attendance will only be required subsequent to the initial alarm activation response and investigation being carried out by the corporate security provider and where direction and advice is required by them or the emergency services to resolve the situation.
- To keep up to date and comply with corporate and directorate policies and procedures and to attend and contribute to one to one supervision and appraisal sessions with direct line manager.
- To undertake mandatory and other relevant training as required, including own personal development and ensure that health and safety policies and procedures are followed at all times.
- To undertake such other duties, which may be required from time to time.

# 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

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## PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b> <ul style="list-style-type: none"> <li>Able to work independently and exercise discretion when required.</li> <li>Sufficient knowledge of facilities and office management.</li> <li>Good knowledge of Council functions to be able to manage reception queries effectively.</li> </ul>	<p>Application Form</p> <p>Application Form</p> <p>Application Form and Interview</p>
<b>EDUCATION/QUALIFICATIONS</b> No formal qualifications required	N/A

<b>SKILLS AND ABILITIES:</b> <ul style="list-style-type: none"> <li>▪ Team player – willing to show personal commitment for the benefit of the team</li> <li>▪ Will take personal responsibility for achievement of tasks and fulfilling duties</li> <li>▪ Solution focused driven to achieve a first time fix where issues are identified</li> <li>▪ Willingness to undertake training relevant to the role</li> <li>▪ Ability to use ICT systems and learn how to use Fusion to purchase and raise orders.</li> </ul>	<p>Application and Interview</p> <p>Application Form</p> <p>Application Form and Interview</p> <p>Application Form</p> <p>Application Form and Interview</p>
<b>EXPERIENCE:</b> <ul style="list-style-type: none"> <li>▪ Previous experience of working in a back office role providing services to internal colleagues and of working in a public facing role.</li> </ul>	<p>Application Form and interview</p>
<b>PERSONAL STYLE AND BEHAVIOUR:</b> <ul style="list-style-type: none"> <li>▪ Good communication skills – able to respond effectively to a variety of requests and queries and deal with potential conflict situations</li> <li>▪ Customer service skills</li> <li>▪ Use of relevant IT applications</li> </ul>	<p>Application Form and Interview</p> <p>Application Form and Interview</p> <p>Application Form</p>
<b>OTHER SPECIAL REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>▪ Values Diversity</li> <li>▪ Flexible, creative and open to change</li> <li>▪ Recognises the need for continuous self and team improvement and development.</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Satisfactory clearance at conditional offer stage</p>