

Job Description



Job Title: Facilities Officer (Newham Dockside only)	Service Area: Building Services, Property	
Directorate: Inclusive Economy, Housing and Culture	Post Number: Fusion	Evaluation Number: 7522
Grade: Scale 5	Date last updated: 12 March 2025	
<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>		

Overall Purpose of Job

To provide a range of essential services related to the operation & management of corporate buildings including but not limited to:

- Excellent customer service to all (internal & external) resulting in high customer satisfaction
- Reception services
- Monitoring of the pay to park car park at Dockside and dealing with any issues
- Meeting/training room set up and clearance
- Perform administrative tasks within the Building Services area
- Ensuring help calls for repairs and maintenance are raised via the correct channels
- Managing access control including the production/amendment/deletion of ID cards to staff and tenants in accordance with relevant policies and procedures

- Room bookings & facilitation
- Processing orders, invoices, recharges & payments for goods and services

Job Summary

- To carry out the duties and responsibilities set out and detailed in the Job Description.
- The post holder reports to the Soft FM Manager (Security & Safety).
- The post holder has no specific responsibility for staff.

**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 is expected to work very closely with the Senior Facilities Officer, Building Services Officers, Soft FM Managers and Help Desk Operations Officers on a day to day basis.
- The post holder is expected to escalate any issues at reception to the Senior Facilities Officer in the first instance.
- The post holder must work in close liaison with the on-site security team and the on-site engineer to ensure the safety and integrity of people and the building.

To undertake all responsibilities listed below:

1. Delivering excellent customer service to all council visitors and corporate support customers via all contact channels, resulting in high customer satisfaction
2. Deliver a first point of contact resolution for all queries where possible or ensure that the customer is provided with the necessary information to be able to seek a solution to their request by signposting and/or contacting service areas directly.
3. Process applications for staff ID cards. Including the Issue of temporary passes to visitors & contractors. Issue of Personal licences to business holders
4. Manage access control including the production/amendment/deletion of ID cards to staff and tenants in accordance with relevant policies and procedures
5. Manage disruptive & aggressive situations with visitors to corporate buildings when necessary
6. Provide support as may be necessary to the public & staff entering & departing the buildings giving particular attention to the elderly, visually impaired or people with mobility difficulties (sensory, physical or communication difficulties)
7. Deal with telephone & face to face enquiries from all persons ensuring the Council reputation is upheld by all information supplied being correct

8. Management of the Dockside car park, supporting colleagues with any issues and obtaining correct revenue in close liaison with colleagues in Parking Keeping the car park log updated and cleansing all data periodically
9. Ensure that any car park signage and related comms. is kept updated at all times including any changes to the pricing schedule

10. Supporting planned and unplanned evacuations and assisting in emergency situations
11. Identifying ways to make systems and processes more efficient: innovation
12. 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 description but which is in line with the general level of responsibility for the post
13. Raising and receipting purchase orders; obtaining quotes for goods and services and reviewing these to determine best value
14. Ensuring help calls for repairs and maintenance are raised via the correct channels
15. Checking first aid boxes and replenishing stock
16. Monitoring levels of consumables such as paper and milk so that orders can be placed in a timely manner
17. 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

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.
3. Operates an ethos of joint working and operates across the board regardless of location

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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
<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> Sufficient knowledge of Council functions to be able to manage reception queries effectively. Use of relevant IT applications 	<p>Application & Interview</p> <p>Application & Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <ul style="list-style-type: none"> Non-specific 	

<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Good communication skills – able to respond effectively to a variety of requests and queries. • Customer service skills • Able to work independently and exercise discretion when required 	<p>Application</p> <p>Application & Interview</p> <p>Application & Interview</p>
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Previous experience of working in a public facing role – not essential • Experience of providing reception services to multiple customer groups including tenants, residents, visitors, colleagues, etc. – not essential 	<p>Application & Interview</p> <p>Application & Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <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 • Exhibits a ‘can do’ attitude 	<p>Application</p> <p>Application</p> <p>Application & Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • Physical level of fitness sufficient to undertake regular patrolling of the car park 	<p>Application</p>