

<b>Job Title:</b> Facilities Management Support	<b>Role Profile Number:</b> OPN93
<b>Grade:</b> K <b>Salary:</b>	<b>Date Prepared:</b> October 2020
<b>Directorate/Group:</b> Communities & Housing / Recourses	<b>Reporting to:</b> Facilities Management Supervisor
<b>Structure Chart attached:</b>	

### Job Purpose

- To develop skills to provide competent and enthusiastic support for the individual and teams we support by carrying out our role, along with supporting the security team.

### Key Accountabilities

To develop skills to carry out the following tasks:

- To support Facilities Management (FM) general enquiries and day to day activities on the Civic Campus and at other SBC staff office accommodation.
- To support the FM team's tasks and duties as appropriate relating to furniture, cleaning, grounds maintenance, waste disposal and secure document disposal services.
- To support the FM supervisor with all on Campus fire alarms, including planned fire drills
- To undertake administrative tasks, as required, to support the department, ie distributing post, covering the department's telephone calls.
- To provide cover support in the absence of colleagues within the department.
- To support FM by issuing instructions to the Campus Maintenance Operatives.
- Provide support to FM for office moves, relocations and on Campus events.
- Raise orders to support the department's business and process invoices for payment.
- To facilitate contractors' access, ensuring access is appropriately restricted.
- To undertake any other tasks that the Facilities Management Supervisor considers appropriate for the development of skills for office administration, FM support, communication and values and behaviours.
- Support FM to administer staff locker allocations on Campus.
- Support FM with auditing contracted FM activities and spot-checking meeting rooms.

### **Supplementary Accountabilities**

- Develop skills to demonstrate flexible and capable support to the department.
- To assist in the collection and compilation of key performance information to ensure effective delivery of services to the Council
- To support the preparation and positioning of ad hoc signs on campus to support FM

### **Knowledge & Experience**

*Candidates must have the following knowledge and experience*

- Good interpersonal and communications skills
- Good organisational skills and diary management
- Ability to plan work in a logical manner in a fast paced and changing environment
- Some experience in Facilities Management (FM).

### **Qualifications**

- Knowledge of Microsoft Word
- Knowledge of Microsoft Excel
- NVQ relating to Business Administration

### **Decision Making**

- Be capable of clear and concise communications
- Ability to multi task and prioritise workloads
- Develop skills to provide solutions for workplace issues and demonstrate best practice
- Develop skills to provide guidance to staff and contractors in relation to FM

### **Creativity and Innovation**

- Challenge administrative tasks to identify opportunities to improve the efficiency and quality of work across the team.
- Be proactive by raising any issues relating to campus operations to the Facilities Management Supervisor.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• None</li></ul>	<b>Responsibility</b>	None
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• None</li></ul>	<b>Asset Responsibility:</b>	None

**Contacts and Relationships** *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Regular contact with Contractors to ensure appropriate access on campus
- Regular contact with council staff and departments
- Occasional contact with Members
- Occasional contact with the public

**Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role** *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- none

<b>Employee Signature:</b>	Print Name: Gemma Hawkins
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	