

Job Description

Site Facilities Assistant (SFA)

Service:	Facilities Management	Team:	Hard FM – Operations
Location:	County Hall		
Salary range:	£26,016 - £26,847	Grade:	4
Reports to:	Site Facilities Team Leader	Staff responsible for:	None

Job Purpose

To provide day to day facilities support delivering a diverse range of services predominately at HQ County Hall and across the FM central Preston buildings.

To work to support the Site Facilities Team Leader in ensuring that all FM properties are maintained to the highest standard of presentation and cleanliness and provide staff and visitors with a safe and pleasant working environment.

To provide a high standard of customer service to councillors, officers, staff, tenants, the public, contractors and stakeholders, often as their first or only point of contact when arriving at or operating from the site.

To provide a professional site security presence and security incident response in accordance with FM Service security related standard operating procedures.

Accountabilities/Responsibilities

- To undertake janitorial and portering duties to ensure that all internal and external aspects of the buildings are clean and tidy at all times and to undertake deliveries and assist with office moves.
- To support with a general cleaning service to communal areas in buildings to include some window cleaning from ground level. Replenish stocks of consumables to various locations around the premises, particularly to kitchens and toilet facilities, paying particular attention to those facilities supporting meeting and conference rooms.
- To undertake site and grounds maintenance using fuel powered equipment and tools to ensure all access points, pathways, car parks etc are free of litter, weed growth and debris, snow and treat with grit and planted areas are maintained and cleared regularly.
- To provide labouring support to trade maintenance staff and general repair operatives in the event of staff absence or heavy workload at any given time.
- To maintain a regular monitoring and clearing of waste recycling receptacles including supporting FM with furniture recycling.
- To undertake minor works using basic hand tools e.g. screwdrivers or drills if required to assist with general repair works.
- To assist in reorganisation and set up of office accommodation, meeting rooms and communal areas as required by means of furniture relocation or removals.
- To provide front desk cover for building opening and security, in support of Reception team absences to meet business needs.

- To provide and support, monitoring and controlling access from a security gatehouse, into County Hall car parks for deliveries and collections and monitor pedestrian access through a turnstile
- To provide visible security presence across the site, both internally and externally, using personal initiative within the confines of training and standard operating procedures to address potential conflict situations, escalating to management as necessary.
- To keep comprehensive and accurate records of security incidents and events that occur across the site, including prompt reporting of incidents to management where appropriate.
- To help ensure security through regular site wide patrols, using personal initiative within the confines of training and standard operating procedures to deal with incidents appropriately.
- To control and monitor CCTV in accordance with procedures to help ensure site security, responding to and reporting issues of concern as they arise.
- To provide assistance in an emergency situation and undertake responsibilities in line with the fire evacuation procedures
- To undertake a regime of planned and reactive maintenance in line with duties outlined above and any other ad hoc duties that may be required from time to time.
- Support with testing of fire management systems and equipment to maintain compliance.
- Carry out other duties as required or delegated by the Site Facilities Team Leader and the Facilities Manager, including undertaking tasks performed by lower grades as required.

Additional Supporting Information – specific to this post:

- Working hours are 37 hours per week and current working patterns 6.30am – 3.00pm Monday – Thursday with an earlier finishing time of 2.30pm on Fridays
- To meet Council business needs, there may be a requirement for ad hoc overtime opportunities for additional working at evenings and weekends.
- The post holder may be required to undertake first aid training.
- A flexible approach is required of the post holder in order to support the changing Council's business needs in terms of opening and closing hours of buildings.
- A willingness to undertake training and development to undertake all the tasks required.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification Site Facilities Assistant

All the following requirements are essential **unless** otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
- Formal qualifications are not required, however the ability to demonstrate a standard level of numeracy and literacy is required. - COSHH training*
Experience
- Working within a busy public facing environment - Experience of undertaking cleaning duties and maintenance of external areas eg for winter preparedness - Experience using power tools and equipment and general maintenance support work. - Experience or willingness to complete training in security duties and tasks associated with the role. - Experience of working with recycling waste initiatives*
Essential knowledge, skills & abilities
- Excellent range of interpersonal skills for dealing with the public, staff, and customers - Ability to be an excellent brand ambassador for Lancashire County Council and the Facilities Management Service when dealing with the public, staff, and customers, whilst always reflecting our corporate values and vision - Effective and fluent communication skills, both written and verbal - Possess a friendly and approachable manner and an ability to maintain this when dealing with difficult or challenging situations. - Ability to work on own and form part of an effective team. Ability to multi-task with ability to prioritise and deal with multiple issues on a regular basis. - Ability to work in a manual handling environment, lifting heavy equipment and furniture on occasion in line with training and support equipment provided. - Ability to use basic hand tools, fuel powered tools and undertake basic handyman minor repairs or maintenance. - Ability to undertake cleaning duties using chemical substances

- Ability to implement emergency procedures, and an awareness of health and safety at work practice.
- Willingness to undertake ongoing vocational training and e-learning.
- Demonstrate ability to be flexible and adaptable.

Desirable

- Full UK driving licence
 - First aid qualification (or a willingness to undertake)
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- Commitment to equality and diversity.
 - Commitment to health and safety.
 - Commitment to always display the LCC values and behaviours and actively promote them in others.