

Post Title: Facilities Attendant		Director/Service/Sector: Finance/Property Services		Office Use
Band: 3		Workplace: County Hall		JE ref: 3451 HRMS ref:
Responsible to: Facilities Supervisor		Date:	Lead & Man Induction:	
Job Purpose: The post is based at County Hall in Morpeth to provide a facilities support role for all Caretaking, general maintenance and security for the County Hall site as directed by the Facilities Supervisor.				
Resources	Staff	None		
	Finance	None		
	Physical	Shared responsibility for the careful use of equipment. Stock control and ordering. Site security.		
	Clients	Providing a caretaking service to internal and external clients		
Duties and key result areas: Carried out in accordance with the specification for Caretaking Services and normally under the general direction of the Facilities Supervisor and senior colleagues, these include, but are not restricted to:- <div><div>1. To carry out visual checks to the exterior of the building as part of the routine for opening and locking the premises each day. Report any identified repairs and defects to the Facilities Supervisor for action.</div><div>2. Work closely with the Facilities Supervisor and other facilities staff to ensure proactive and reactive issues requiring attention are addressed in a timely manner. Take instruction directly from the Facilities Supervisor on matters requiring immediate attention with awareness of other events which will require priority caretaker input e.g. room setups/changes to layouts, furniture relocations/removals, relocation of equipment/office items, deliveries/transportation etc.</div><div>3. To carry out checks to ensure that lighting, heating and hot water, toilets and drainage are working adequately. Report any issues requiring action from an external contractor to to the Property Helpdesk.</div><div>4. Clear snow/ice/leaves from paths, steps, cycle sheds, staff/customer entrances etc. Spreading of salt/grit in accordance with the agreed grit plan. Removal of leaves/make seasonal adjustments.</div><div>5. Carry out minor repairs e.g. replacing light bulbs and tubes, make safe work, re-fix door handles and temporary repairs to torn carpets, etc. Safely remove and dispose of general debris such as glass etc. Ensure that the internal and external environment are safe within limitations of the role.</div><div>6. Rodding waste and drain pipes to clear blockages applying safe working procedures at all times.</div><div>7. Assist with the weekly testing and resetting of fire & intruder alarms at County Hall. Assist with Fire drills, replace glass to call points, alter codes to locks and alarms. Maintain written documented time logs appropriate to above and associated fire log book checks.</div><div>8. View CCTV footage and provide tapes if requested.</div><div>9. Inform and direct contractors to carry out authorised repairs - sign in procedures, allocation of contractor passes/keys.</div><div>10. Undertake cleaning tasks as required</div><div>11. Provide portage duties such as assisting with minor office moves, setting up rooms for various functions. Assist with the safe furniture storage of surplus or unallocated office items</div><div>12. Ensure that adequate stock levels of appropriate supplies are maintained and distribute supplies as necessary and that corporate procedures are observed.</div><div>13. Collect and dispose of new furniture packaging, office recycling, confidential waste bins and general waste to agreed collection points.</div><div>14. Develop and maintain a detailed working knowledge of the day to day operational requirements relating to small works/general caretaking duties within scope of the role.</div><div>15. Required to wear issues uniform and PPE as appropriate</div></div>				

16. Attend training events as and when required 17. Other duties appropriate to the nature, level and grade of the post	
Work Arrangements	
Physical requirements	An active role involving walking, stretching lifting of goods,, tools and equipment.
Transport requirements:	Drive to and from work. Ability to respond to an out of hours property related incident.
Working patterns:	Pattern of 2 shifts alternate weeks. Early shift and late shift and flexibility is essential
Working Conditions	Some outdoor work, including gritting external perimeter in Winter. Some exposure to cleaning agents but under controlled circumstances. Some exposure to disagreeable customers.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Facilities Attendant	Director/Service/Sector: Property Services	Ref: 3451
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Knowledge of a broad range of practical tasks associated with a caretaking environment together with the operation of associated tools and equipment.</p> <p>Knowledge of Health & Safety legislation relating to a caretaking environment.</p> <p>Hold a current First Aid Certificate</p> <p>Be willing to work towards Level 2 Diploma in Cleaning and Support Services Skills</p>	NVQ in General Maintenance and Housekeeping or equivalent.	
Experience		
Previous relevant experience in a similar or related role.	Experience of supervising staff	
Skills and competencies		
<p>Literacy skills sufficient to read text and write straightforward sentences.</p> <p>Numeracy skills sufficient to undertake straightforward arithmetic functions.</p> <p>Strength, dexterity and coordination to use a range of cleaning tools and equipment.</p> <p>Follows NCC procedures</p> <p>Ability to plan and organise staff and resources, including effective use of own time</p> <p>Resourceful and works with initiative and without constant supervision.</p> <p>Listens, consults others and communicates clearly</p> <p>Customer care skills.</p> <p>Appropriately follows instructions to achieve set objectives.</p> <p>Reliable, keeps good time and trustworthy.</p> <p>Committed to the provision of quality services to achieve customer satisfaction.</p> <p>Adapts to change and has a flexible attitude to accommodate workload peaks and maintain service provision</p> <p>Supportive and adapts to team working.</p> <p>Demonstrates integrity and upholds values and principles.</p> <p>Promotes equal opportunities and anti-oppressive practice in all aspects of work.</p> <p>A willingness to undertake job related training.</p>		
Physical, mental, emotional and environmental demands		
<p>Work from a standing position, need to walk, bend, lift and carry moderate weights.</p> <p>Few emotional demands.</p> <p>Mainly indoors but with some external work and some exposure to unpleasant conditions such as toilet areas.</p> <p>Short periods of concentration dispersed throughout day, week and months.</p>		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits		