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| **Job Description** |
| **Post title** | Premises Assistant |
| **JE Reference No** | N8509 |
| **Grade** | 4 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Corporate Property and Land |
| **Reporting to** | The post holder will be responsible to the Assistant Facilities Officer  |
| **Location** | Your normal place of work will be in a designated geographic area of the County, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

**Work alongside:** Work with and across all Council Service Groupings

**Responsible for:** Supporting the Assistant Facilities Officers to deliver a high quality Facilities

 Management service

**Responsive to:** Managers, Officers and building users

To assist in the operational management of designated Durham County Council buildings ensuring they are safe, compliant and maintained to the agreed standards.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To support the Assistant Facilities Officers and the Facilities Officers by assisting in the provision of an efficient and effective Facilities Management service.
* To ensure the correct operation of mechanical and electrical systems e.g.heating, ventilation, air conditioning, plant and equipment and associated computerised control systems e.g. Building Management Systems.
* To oversee operation, testing and maintenance of security and fire alarm systems, generators and lift installations.
* To undertake some limited maintenance activities and repairs including planned maintenance and compliance checks e.g. water sampling, fire alarm and emergency lighting tests to ensure the building provides a safe working environment.
* To participate in all aspects of property and site security including key holder responsibilities, operation of alarms and CCTV and emergency response.
* To undertake regular inspections of premises and attend to or report any defects to provide a safe compliant environment.
* To undertake car parking, caretaking and portering duties as and when required.
* To comply with recycling and confidential waste arrangements and assistance with cleaning requirements.
* To assist in the relocation of staff from or between offices and buildings.
* To direct cleaning operatives and assist in maintaining cleaning standards.
* To maintain Facility Management service standards.
* To oversee the operation and maintenance of boiler plant, machinery, mechanical and electrical services, ventilating systems, alarms, lifts, building management systems and other appliances as needed to ensure a safe working environment is provided.
* To promote the Facilities Management service to all service users and to promptly deal with any issues that may arise from time to time.
* To be responsible for the monitoring of any work undertaken by contractors working on behalf of Facilities Management.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Assistant Facilities Officer.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification: Premises Assistant |
|  | Essential | Desirable |
| Qualifications | NVQ Level 2 or equivalent in a relevant discipline | Attainment of formal qualifications in a craft subject e.g. electrical, plumbing, joinery etcCertificated training in health and safety activities, e.g. first aid, manual lifting, working at height etc. |
| Experience | Experience of working in a general maintenance/ premises based environment providing appropriate solutions in response to building management user requestsExperience of working in multi occupancy premises providing soft facilities management services.Experience of cleaning, car park monitoring, portering and/or caretaking responsibilitiesExperience of Keyholder and security alarm installations | Experience of boiler, heating, ventilation, lift and plant monitoring and maintenance serving multi occupancy premisesExperience with the testing and operation of Fire Alarm systems and other premise systems |
| Skills & Knowledge | Knowledge of safe working practices in premises based facilities environmentGood communication skills both written and oralGood inter-personal skills Ability to relate to personnel at all levels of the organisation | Knowledge and operation of computerised heating systemsKeyboard and basic computer skills/awareness |
| Personal Qualities | Ability to work on own initiative, assess situations and show a common sense approach to resolving problems using own initiativeCommitted to customer careFlexible approach to work, some weekend and evening work is requiredAbility to work alone or as part of a teamDue to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment |  |