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| **Job Description** |
| **Post title** | Facilities Officer |
| **JE Reference No** | N8507 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Corporate Property and Land – Building & Facilities Maintenance  |
| **Reporting to** | The post holder will be responsible to the Assistant Facilities Manager (North/South) and will work cooperatively and collaboratively with the Management Team and staff at the Secure Unit. |
| **Location** | Your normal place of work will be at Aycliffe Secure Unit. However, you may also be required to work at any council establishment within County Durham. |
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| **DBS** | The position is subject to DBS Disclosure. |
| **Flexitime** | Subject to service needs the Council’s flexible working policy is applicable to this post.Please note this post requires Saturday working on a rota basis. |
| **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:** To work with and across all Council Service Groupings and specifically alongside the Aycliffe Secure Unit Senior Management Team.

 **Responsible for:** Manage and direct the work of the Secure Unit onsite Facilities Management Team in managing and maintaining safe and compliant buildings including the work of sub contractor’s. e.g. catering, security, cleaning, grounds maintenance, building maintenance and compliance.

**Responsive to**: Secure Unit Senior Management Team and Assistant Facilities Manager.

To provide a complete Facilities Management Service to the Aycliffe Secure Unit. Working with the Secure Unit Senior Management Team and Assistant Facilities Manager to ensure facilities, construction, maintenance, security and compliance activities are managed and delivered to the highest possible standard. The post holder is required to deliver timely quality assured services in conjunction with the Secure Unit Senior Management Team to ensure the Secure Unit operates in accordance with Service business needs, statutory requirements placed upon the Council and to the agreed maintenance standards, providing a key link between the Responsible Person, Building Users, Maintenance Staff and FM Managers.

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| **Duties and responsibilities** |

1. To support the Secure Unit Senior Management Team and Assistant Facilities Manager by assessing, planning and forecasting resources required to operate buildings efficiently and effectively.

2. To provide a Facilities Management Service that meets the needs of Aycliffe Secure Unit that co-ordinates building management, cleaning, security, grounds maintenance and caretaking services.

3. Manage, direct and monitor the building cleaning staff to ensure the required standards are achieved. This is to include routine, planned and pro active cleaning activities.

4. Monitor the operation of the centre’s security contract to ensure that the required levels of security are delivered. This is to include but is not limited to day to day monitoring of the unit, the control of access and the monitoring of visitors.

5. Manage, direct and monitor the building maintenance staff to ensure the required standards of repairs and maintenance are achieved. This is to include but is not limited to site wide cyclical painting, a programme of PPM, a responsive maintenance service able to deal effectively with any building related issues as and when they occur.

6. Manage, direct and monitor external third parties to supplement existing staff to achieve the required standards.

7. Ensure Grounds Maintenance is undertaken to the required standard.

8. Responsible for the authorisation of non-emergency property repairs and assist the Repairs and Maintenance Manager to manage the repairs and maintenance budget.

9. Seek estimates and quotations from third parties to undertake maintenance/repair works where internal resources are not able to undertake tasks.

10. Participate in reviews of accommodation in collaboration with the Asset Planning and Investment Team.

11. Support and advise the Senior Centre Management Team with regard to Security, Facilities Management, Building Maintenance, Building Cleaning and Grounds Maintenance issues that are or have the potential to adversely impact on the Secure Unit.

12. To promote a culture of continuous improvement and innovation, and champion change and cost reduction strategies within the Secure Unit.

13. To manage and support staff development to ensure the skills and competencies necessary to meet the challenges of delivering a modern Facilities Management Service are achieved by working collaboratively and flexibly.

14. Promote and continuously develop the organisational culture, good working practices and procedures and improve the awareness of staff with regards to excellent Health and Safety.

15. Ensure that the provision of Facility Management services continue to represent value for money and deliver excellent customer service.

16. To identify the statutory requirements applying to the premises and ensure procedures are in place to ensure compliance with the Council’s duties and maintain appropriate records.

17. To oversee the operation and maintenance of boiler plant, machinery, mechanical and electrical services, ventilation systems, alarms, lifts, pool management, building management systems etc and other appliances/services as appropriate to ensure a safe working environment and the building operates effectively.

18. To report and advise on repairs/maintenance/improvement works.

19. To ensure the energy/utility consumption within buildings is reduced by overseeing the various building systems and the operation of the building whilst helping to change the culture of staff with regards to the efficient use of energy.

20. To manage staff sickness/holidays or other absences in accordance with Council policies including undertaking sickness absence reviews and return to work interviews.

21. To be responsible for the monitoring of work undertaken by contractors working on behalf of Facilities Management.

22. To promote the Facilities Management service to all service users and to deal with issues as they are reported or that may arise from time to time promptly and effectively.

23. To attend all relevant training to the post

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 Facilities Manager and / or the Assistant Facilities Manager.

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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 |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 or equivalent in a relevant discipline
 | * Evidence of continual professional development
* Membership of a relevant
* professional body
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| Experience | * Proven experience of managing hard and soft FM
* Experience of managing/supervising employees
* Experience in property management
* Experience of working with IT packages, databases including financial management systems
 | * Experience of working in a challenging environment
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| Skills & Knowledge | * Extensive knowledge of building maintenance and safety requirements
* Proven problem solving skills
* Ability to communicate effectively
* Knowledge of Health & Safety requirements
* Awareness of current trends and issues within the FM industry
* Monitoring of budgets
 | * Knowledge of quality management systems
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| Personal Qualities | * Positive, enthusiastic and flexible approach
* Ability to work on own initiative as well as part of a team
* Ability to communicate effectively with service managers and service users
* Problem solver - able to work with minimum supervision
* Able to work outside of normal office hours
* Travel is an essential requirement of the post
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