

**DIRECTORATE:** Operations and Regulatory Services

**DIVISION:** Facility Services and Civic Management

**POST TITLE:** Facility Supervisor A462

**EVALUATION:** 400 Points

**GRADE:** N4

**RESPONSIBLE TO:** Operations Manager

**RESPONSIBLE FOR:** Cleaning staff as allocated

**JOB PURPOSE:** To co-ordinate and supervise the support of facility and ancillary services within the building to ensure the building is fit for purpose. Undertake reasonable day to day instructions assigned by the client. To ensure the delivery of services in accordance with customer service standards, policies and procedures, including the Newcastle Charter Code of Conduct.

**MAIN DUTIES:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- (1) To carry out the various policies and procedures associated with the operation of the facility. Specifically, those relating to; staff supervision, the letting of building premises, security and access, maintenance and repair and health and safety.
- (2) To be responsible for the day to day supervision of designated employees, maintaining good working relationships and team working. The completion of all related paperwork associated with the supervision of employees.
- (3) Undertake the day to day operation and arrange for appropriate maintenance of plant and associated equipment including vehicles. To read and record information from utilities meters and report any faults to the client.
- (4) Monitor and maintain limited delegated budgets including accounting for expenditure and the handling and processing of cash, cheques and financial data.
- (5) Ensuring that the building premises (internal and external) and furnishings are cleaned in accordance with agreed procedures, standards and methods, by undertaking cleaning and by supervising the cleaning staff.
- (6) To undertake the clearance of snow from all accessible areas and to grit as necessary.
- (7) Undertake the procurement and ordering of associated stocks and supplies ensuring that there are adequate levels at all times. Taking delivery and arranging for the storage of materials, stores and other goods.

- (8) To carry out portering duties as required including the co-ordination of the removal and placement of furniture and equipment.
- (9) Carry out minor or temporary repairs and maintenance tasks or report as necessary in accordance with agreed procedures. The provision of advice and guidance to contractors and the inspection of any works undertaken.
- (10) To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
- (11) To promote and implement the Council's equal opportunities policies in all aspects of employment and service delivery.

## JOB PROFILE – Facility Supervisor (School Caretaker A462 / A415)

FACTOR	LEVEL	DESCRIPTION
Knowledge	3	The job holder requires knowledge of different tasks, some of which are either singly or in combination relatively complex. E.g. the supervision of staff, undertaking maintenance and repairs, the ordering of stocks and supplies, security. Specific knowledge will be gained by on the job experience and specific in house training including the equivalent of BICS stage 1
Mental Skills	2	The jobholder regularly resolves problems/situations and this is virtually always done by applying existing rules, procedures or instructions. The nature/scope of each problem is normally clear on initial inspection. Jobholder develops plans/solutions more than a week in advance.
Interpersonal Skills	3	The Jobholder regularly motivates/trains other members of staff. Advisory, guiding, negotiating or persuasive skills are regularly required at an enhanced level, together with the exchange of complicated and/or sensitive information
Physical Skills	3	The jobholder requires manual dexterity with considerable demand for precision in the use of some tools and equipment..
Initiative and Independence	3	There are recognised laid down procedures covering all the main activities, tasks and duties and jobholder normally works from instructions. These instructions do not define the tasks in detail and jobholder is expected to handle any unexpected problems/situations which arise. Jobholder can decide the order in which the tasks will be carried out.
Physical Demands	3	The job requires a high level of applied physical effort for up to 50% of the working day/shift. Pushing/pulling is also needed with a considerable level of effort for over 25% of the working day/shift.
Mental Demands	2	Enhanced mental attention is required for up to 15 minutes at a time usually about once a day. Concentrated sensory attention is required for up to an hour at a time usually once a day. Jobholder has workload-related deadlines and there are frequent unavoidable interruptions, sometimes forcing the jobholder to re-plan their main project or activity.
Emotional Demands	1	There are no emotional demands in the job.
Responsibility for People	2	Jobholder provides a service which has a direct impact on the well being of people.
Responsibility for Supervision	3	Jobholder supervises a medium sized team which includes organisation, evaluation and appraisal of their work.
Responsibility for Financial Resources	1	Jobholder is responsible for the accounting and monitoring of a small budget i.e. up to £4000 per year.

FACTOR	LEVEL	DESCRIPTION
Responsibility for Physical Resources	3	The jobholder is responsible the securing of the buildings, premises and external areas in accordance with the procedures for the school. They are also responsible for the cleaning of the building/external areas as well as a limited range of tools and equipment.
Working Conditions	2	Jobholder regularly works outdoors and is usually exposed to the weather for up to 25% of the overall working time on average. There is also regular exposure to very disagreeable, unpleasant or hazardous situations for up to 10% of the working day or shift. Serious verbal abuse, aggression or other anti-social behaviour from members of the public occurs less than once a week.