



THE ROLE

Facilities Officer

Department:	Property Services
Role Code:	TBC
Grade/Role:	TBC
Responsible to:	Facilities Manager
Responsible for:	No line management responsibility
Date Issued:	November 2023

Job Purpose:

To protect and save life, property and the environment by ensuring the delivery of a built environment that is fit for purpose. Providing support to the Facilities Manager and the delivery of facilities services throughout the property portfolio.

Main Duties and Responsibilities:

1. Assist the team with developing and refining processes including business continuity, data protection and general processes within the Facilities team.
2. To ensure consistently high quality of all facilities within the properties across the region. Carrying out regular audits to ensure the facilities are maintained to a high specification. Where defects are recognised, arranging and liaising with contractors or other resources to rectify these.
3. To ensure that the standards of cleaning, grounds maintenance and all facilities contracts across all premises are consistently high and address any issues when they arise. Work with contractors to audit sites, track performance indicators and seek to improve standards whilst ensuring that the contracts are good value for money.
4. To assist in establishing and designing office layouts in line with the requirements of the business. Overseeing the moves across County from start to finish, ensuring the office environment is adequate. To work with senior members of staff to ensure that the office layout and desk allocation is suitable and improves the working environment.
5. Assist with producing ID badges for all new starters and update those who have expired via the intranet requests.
6. Review all requests that come through the Property Helpdesk system (Concerto). Providing a scope of works for the contractors on the database.

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7. Meeting regularly with contractors to review performance against KPI's, reporting on these KPI's periodically and present findings to the Facilities Manager. If KPI's have not been met, ascertain the reason why and ensure a resolution. Monitor and ensure audits and KPI's are established and managed with all contractors. Hold regular review meetings to seek to maintain or improve standards, where applicable, in line with the initial contractual terms.
8. To attend team meetings and deputise for the Facilities Manager when required and aid from a facilities perspective in assistance with current projects including budget estimations and suggest alternative solutions.
9. Working alongside the property services department with all works and projects to ensure facilities aspects are addressed and completed satisfactorily.
10. To assist in drafting and supporting the procurement of facilities contracts within the Authority Financial Regulations from inception through to procurement completion and ongoing management.
11. To respond to helpdesk requests for all locations around the county, overseeing contractors for facilities work and assisting the Property Department where appropriate.
12. To assist with evaluating the facilities for all sites around the county ensuring all sites serve their intended purpose. Work with the Facilities Manager to continuously improve standards with the contractors.
13. To undertake annual condition surveys of all areas covered by facilities including photographs.
14. To ensure all storage remains in a satisfactory condition with stock control, ensuring adherence to COSHH controls and manufacturer recommendation. Ensure all relevant documentation is kept up to date, including COSHH data sheets.
15. To assist the Facilities Manager with projects and assist in covering any absence within the facilities team.
16. To support all facilities related queries. Problem-solve issues that arise and seek cost effective resolutions that improve the facilities, environment, and safety for staff. Consulting with the Facilities Manager where necessary.

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17. Deputise for the Facilities Manager where required to ensure consistent standards within the team and ensuring work is carried out within the given timescale. Attendance of department / organization meetings.
18. To assist the Facilities Manager with the department budget, ensuring work is kept within budget and cost savings made where possible.
19. Regularly review the budget against costs, working towards zero overspend at year end. Provide a breakdown of operational costs for work and contracts and seek ways to make cost savings. When required, provide reports to the Facilities Manager in respect of expenditure and savings.
20. Carry out day to day minor maintenance tasks to the property portfolio, adopting a safe system of work and ensuring major defects are recorded and relayed to the Property Services helpdesk. Monitor and log recorded defects to ensure they are addressed within a reasonable timescale.
21. To manage and direct traffic on site, reserve parking spaces for visitors, regulate entry to the car park, exercise control over parking and ensure compliance with the carpark operational policy.
22. Work closely with the off-site storage facility and retrieve items of furniture when required. Oversee the off-site inventory and ensure that it accurately reflects the items that are stored. Update the inventory whenever changes are made and refine the number of items stored when they are no longer required.
23. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
24. Any other ad-hoc tasks commensurate to the role and grade.