

ROLE PROFILE

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title: Facilities Assistant
Reporting to: Facilities Manager
Salary Band: 1

Generic Responsibilities

- To be responsible for providing day to day maintenance and support for the Council's Office and operational buildings within a facilities management function.
- To be responsible for the care, safety and security of Wyre Forest District Council operational buildings and its users.
- To work with colleagues within the Property Team as part of the 'one team' approach to meet corporate priorities.
- Operate as an effective and reliable team member to achieve own accountabilities and team objectives.

Corporate Accountabilities

Equality, Diversity and Inclusion

- Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively.

Health and Safety

- To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate.

Information security and governance

- Manage information in line with the Council's policies, procedures and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance.

Safeguarding

- Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.

TASK SPECIFICS

The 'task specifics' is the non contractual element of your post and is a more detailed description of day to day activities which will be reviewed in line with the appraisal process and can change when priorities change

Purpose of the role
<ul style="list-style-type: none"> • To assist the Facilities Management team in all aspects of the efficient and effective operation of operational buildings. • To carry out duties at any operational buildings, including opening and locking up, and setting of all security systems. • To provide an internal postal service between sites. • To assist with set-ups and break-downs for Civic Building functions in accordance with H & S procedures and timescales. • To service evening meetings, and remain on site to lock up when the meeting has finished. • To accompany and liaise with contractors visiting operational buildings to carry out duties relating to fire equipment maintenance, lift engineers, building maintenance etc., as required. • To be responsible for the accuracy and maintenance of clocks throughout the operational buildings, both internally and externally and cleaning of items outside the normal cleaning duties, e.g. light fittings etc. • Carry out minor building repairs and general maintenance tasks as required for the operational buildings wherever possible. • Carry out weekly/monthly testing/inspecting of fire/security alarms, first aid boxes, emergency lighting. • Carry out regular meter readings across the councils' properties. • To maintain a presentable appearance and demonstrate a diplomatic and courteous manner to members of the Council, Officers and visitors; providing and assisting with the provision of any in-house refreshments as required. • To participate in an out of hours 'on call' rota. • To carry out any other duties and responsibilities within the scope of this post
Service to Customers/Key Relationships
<ul style="list-style-type: none"> • The post-holder will be accountable to the Facilities Manager, working within the team of Facilities Assistants. • At all times there will be a requirement to promote a professional and positive image of the Facilities Management team and the Council, maintaining constructive relationships with all contacts, including but not limited to; <ul style="list-style-type: none"> • All Council Staff – managers and employees • Elected members • Members of the public • External service providers and contractors • To assist tenants, meeting room hirers, and other building users, and ensure buildings are appropriately serviced to the required standards.
Business Improvement/Planning Responsibility
<ul style="list-style-type: none"> • To work with internal colleagues to support the development of new policies, procedures, and working practices to ensure constantly improving, efficient and effective services that meet the needs of our customers.
Managing Resources (People, equipment, buildings)
<ul style="list-style-type: none"> • Responsibility for unlocking and locking of Wyre Forest House and any other buildings as instructed.

- Manage and control central stock of building cleaning supplies; ordering stock as required, including delivering to sites.
- To manage a procurement card for purchasing direct materials and consumables.

Skills, Knowledge, Experience, Qualifications

- Be able to demonstrate a sound educational background and have I.T. skills – preferably Microsoft programmes.
- Previous experience in a similar role, including a general awareness of H & S procedures and be confident to carry out hands on minor repairs.
- Good team working, administrative and communication skills.
- Be prepared to undergo on-going training, as appropriate.
- Possess, or be willing to obtain, first-aid training and fire marshal training certificates
- Skilful at communicating with people, openly, directly and honestly.
- Ability to respond to customers' needs to ensure their expectations are met.
- Ability to work on your own initiative to achieve results.
- You set and uphold the highest standards of personal, professional and ethical behaviour that inspires the trust and others within the organisation.
- Can actively seek opportunities to enhance the skills, knowledge and attitude of yourself.
- Skilled at solving problems and decision making.
- Capable of turning new initiatives in the workplace into a success.
- Can actively co-operate and work collaboratively with others in pursuit of team goals.

Values & Behaviours

Work to the Council's Values and associated Behaviours - WFDC

We are Working Together	We are Fair	We are Dependable	We put Communities first
We are one team, all working towards the Council's vision for the district	We treat people fairly, we are inclusive and embrace our differences	We do what we say we are going to do, you can trust us to deliver on our promises	We listen, we set targets for ourselves and the services we deliver

Special Conditions of the Role

The post holder will be required to work irregular, unsociable hours in conjunction with other staff to ensure effective management of the section and facilities. This will require shift working.

While the post is based at Wyre Forest House, the post holder will be expected to work at any facility within the control of the Council.

The post holder will be required to drive council vehicles and should therefore hold a suitable driving license.

It is desirable that the post-holder provides an appropriate means of transport for use in connection with the duties of this post. Recompense for the use of such transport on official business will not exceed the scale for casual car user allowance provided for in the National Agreement.

You may, therefore, be required to provide a suitable vehicle and your car insurance should cover you for business use.

This job includes duties that may require a substantial amount of physical effort and mobility on a frequent basis. To meet the needs of the service, the ability to undertake the full range of duties for the contracted hours will be required.

Date Prepared: 28th January 2025