

# Job Outline

<b>Post:</b>	Facilities Assistant 2 – Modern Apprentice
<b>Location:</b>	Headquarters, Inverness
<b>Hours:</b>	35 hours per week
<b>Duration:</b>	18 months
<b>Service:</b>	<b>Resources &amp; Finance</b>
<b>Grade:</b>	HC02-HC04 - £18,018.00 - £22,240.40/p.a
<b>Contact:</b>	Shona MacRae – Facilities Management Officer Tel 01463644117/ 07917550182 e-mail: shona.macrae@highland.gov.uk

## Job Purpose :

To assist the Facilities Supervisor / FM Officer including, ensuring that the buildings are maintained in a clean, operational and tidy condition. To assist the Area Facilities Supervisor / FM Officer in the provision of an effective Facilities Management Service with regards to property management, building access and egress, maintenance, health & safety and cleaning activities at Council HQ and Commercial Team.

## Further Information

*This is an exciting opportunity to become part of a small team that is committed to delivering the services of Highland Council Headquarters for the local community. The team are responsible for ensuring the Highland Council Headquarters building is maintained and secure.*

*The successful applicant should be a team player by nature with good communication skills and a sound understanding of health and safety. Professionalism, self-motivation, and an ability to problem solve will be required in order to provide facilities services within Highland Council Headquarters.*

## Employee Benefits

The Highland Council is committed to their employees and offers an excellent benefit package that can include:

- Flexible working patterns including both full-time and part-time opportunities. We want to accommodate the right candidate for the post and we are able to assist life style choices and other commitments you may have. For example: seasonal compressed hours
- Competitive salary with an incremental scale and annual pay review.
- Wide range of learning and development opportunities with an annual review to discuss career opportunities and progression.
- 27 days paid holiday plus 7 Public paid holiday (pro rata for part-time staff), rising to 32 days paid holiday (pro rata for part-time staff) after 5 years continuous service at the commencement of the next leave year.
- Pension Scheme, including employers contribution of 19.5%
- A genuine commitment to the health and wellbeing of our employees with access to the new Employee Assistance Programme.
- Family Friendly staff policies including Parental Leave.
- Employee discount/reward schemes from major and local retailers.
- Cycle to Work scheme.

If you are interested in working for Highland Council and being part of a team providing a first-class service please view the job description and person specification and then apply online.



## 1. Structure Chart

## 2. Job Description – Key Duties and Responsibilities

**By the end** of the Modern apprenticeship the successful candidate will be able to carry out the following tasks:

### General

- Work in close co-operation with the Area Facilities Supervisor/ Facilities Team leader, /Responsible Premises Officer (RPO), external agencies and other Council staff specifically with Property Maintenance Officers (MO) to ensure the delivery of an efficient FM operation and to meet establishment needs.
- Responsible for ensuring that all jobs and tasks undertaken comply with service operational procedures, work instructions, and in accordance with Council policies and procedures.
- The ordering, issuing, effective stock control and safe use of materials and equipment using the necessary documentation as issued by the Service/Council.
- To work a flexible working pattern, this may include evening and weekend shifts as required.
- To observe the highest standards of hygiene, courtesy, language, moral and general behaviour.
- The successful applicant is liable to be involved in strenuous activity e.g. operation of powered equipment, lifting and handling, climbing of stairs.

### Operational Area

- Portage duties, this includes the movement of furniture & equipment and the transportation of equipment & furniture between Council establishments as required.
- Ensure deliveries are checked into buildings and delivery to appropriate personnel or storage area(s).
- General and emergency cleaning as required, including environs and grounds e.g. removal of graffiti, body fluid spillages, accidental spillages.
- Grounds and boundaries; collection and disposal of litter and leaves, general clean-up of grounds including paths, walk ways, car park; trimming of bushes and shrubs.



- To ensure buildings and surroundings are kept safe in bad weather, including gritting and snow clearing of main paths and car park areas.
- Waste and recycling; emptying of general receptacles as required and disposal to pre-arranged collection points.
- To assist in the supervision/monitoring of cleaning staff (as and when directed by service management).
- As appropriate ensure that catering and cleaning equipment and machines are maintained and serviced by contractors in line with manufacturers recommendations.
- To arrange the collection and return of Education minibus/s to garage i.e. mot, service appointments.
- Cleaning of ground floor windows.
- Maintenance of wooden floors.
- To service school lets during term-time and school holiday periods including preparation, setting up and clearing rooms, pitches and equipment.
- Carry out approved tasks as instructed by Team Leader e.g. assemble play equipment and waste recycling units; repairs to furniture.

### **Property Management**

- As instructed carry out regular Building condition checks on behalf of the HT/RPO and report any defects to the HT/RPO and MO.
- Ensure that property and equipment related risk assessments are in place.
- Carry out routine checks as specified in building risk assessments (relative to asbestos, water, gas, oil and electricity) and record actions/findings as necessary.
- Ensure that asbestos management plan tasks are maintained and any changes reported to the RPO.
- Completion of accurate records of the fabric and condition of buildings are maintained
- within establishments and the reporting of maintenance work required.
- To ensure contractors have access to establishments to repair, inspect and the signing of completed worksheets as required.
- The open/close of establishments as appropriate ensuring access and egress for authorised personnel and visitors.
- Liaise with emergency services when properties are used as civil emergency centres.
- Ensure the efficient use of energy and systems within establishments.



- Operation, monitoring and checks of security and fire alarm systems.
- The reporting of pest control incidents.
- Monitor PAT testing on behalf of the HT/RPO.

### **Health & Safety**

- Emergency First Aider.
- Attend training as required for operational needs or compliance with legislation or Highland Council corporate requirements.
- To ensure accidents, incidents and potential hazards are recorded and reported in line with Council procedure.
- To ensure full compliance and adherence with all relevant health & safety legislation, risk assessments and COSHH regulations.
- To co-operate in the implementation of the Council's Health & Safety Policy by acting in the course of employment with due care for personal safety and that of others, who may be affected by their acts or omissions at work. Co-operating, so far as is necessary, to enable the Council to perform any duty or to comply with any requirements, as a result of any Health & Safety legislations that may be in force.

### **3. Other Duties**

In undertaking these tasks, the post holder will be required to:

- Comply with the relevant Council policies and regulations, including personnel, financial regulations and information management ensuring confidentiality at all times.
- The post holder may be required to perform duties, appropriate to the post, other than those given in the job description. The particular duties and responsibilities attached to posts may vary from time-to-time without changing the general character of the duties or the level of responsibility entailed. Such a variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job description from time-to-time.

### **Special Conditions: - Required for the post**

- This post is subject to an enhanced disclosure check (PVG)
- Valid Driving Licence



## 4. Person Specification

### Essential Attributes

**By the end** of the Modern Apprenticeship, the successful candidate will be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following

- Experience of working a facilities management service in a Local Authority, educational or similar environment.
- Experience in dealing with security duties.
- Experience of Health & Safety legislation within a working environment
- Ability to accept responsibility and be adaptable to meet service needs.
- Ability to assess and communicate/respond to building users.
- Ability to use own initiative and work independently and as part of a team.
- Ability to complete paperwork accurately and function to deadlines
- Ability to undertake programme of training relevant to the job.
- Ability to use IT applications, in particular e-mail and MS Word and Excel.
- Knowledge of cleaning methods, materials and machinery.
- Ability to work unsocial hours and shift patterns.
- Ability to work periodically in unpleasant conditions inside and outside.
- Ability to communicate effectively both verbally and in writing.

### Ideal Attributes (Not essential)

Ideally you will be able to provide evidence of the following:

- Experience of working in a similar position.
- Previous experience of key holding responsibilities.



## 5. Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Highland Council's Health & Safety Procedures.

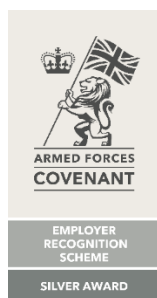
## 6. QUALIFICATION

During the apprenticeship the successful applicant will undertake the following qualification:

SVQ in Facilities Services Level 2 (SCQF level 5)

This is an 18-month Modern Apprenticeship programme.

The successful candidate must be willing to undertake some self-study.



### Apprentice Progression Plan

<b>Service:</b>	Property & Housing	<b>Type:</b>	Modern Apprenticeship		
<b>Department:</b>	Facilities Services	<b>Job Title:</b>	Facilities Assistant 2 – Modern Apprentice		
<b>Location:</b>	Inverness				
Stage 1		Stage 2		Destination Post	
Facilities Assistant 2 - MA1		Facilities Assistant 2 - MA2		Facilities Assistant 2	
Grade HC01		Grade HC02		Grade HC04	
£18,018.00		£18,018.00		£19,892.60 - £22,240.40	
<b>Main Duties:</b>  The apprentice will be introduced to: <ul style="list-style-type: none"> <li>Porterage duties, this includes the movement of furniture &amp; equipment and the transportation of equipment &amp; furniture between Council establishments as required.</li> <li>Ensure deliveries are checked into buildings and delivery to appropriate personnel or storage area(s).</li> <li>General and emergency cleaning as required, including environs and grounds</li> </ul>		<b>Main Duties:</b>  The apprentice will assist in the day-to-day delivery of relevant tasks and activities expected of a <ul style="list-style-type: none"> <li>Cleaning of ground floor windows.</li> <li>Maintenance of wooden floors.</li> <li>Carry out approved tasks as instructed by Team Leader e.g., assemble play equipment and waste recycling units, repairs to furniture.</li> <li>As instructed carry out regular Building condition checks on behalf of the HT/ RPO</li> </ul>		<b>Main Duties:</b>  By the end of 18 months the apprentice will be able to work without supervision on the day-to-day delivery of all tasks and activities expected of a Facilities Assistant Modern Apprentice.  Supervision/mentoring will be available when working on types of work, which are often more complex and onerous requiring significant experience.  The apprentice will have completed their studies and been awarded an SVQ in Facilities Services at SCQF Level 5.	



<p>e.g. removal of graffiti, body fluid spillages, accidental spillages.</p> <ul style="list-style-type: none"> <li>• Grounds and boundaries; collection and disposal of litter and leaves, general clean-up of grounds including paths, walkways, car park; trimming of bushes and shrubs.</li> <li>• To ensure buildings and surroundings are kept safe in bad weather, including gritting and snow clearing of main paths and car park areas.</li> <li>• Waste and recycling; emptying of general receptacles as required and disposal to prearranged collection points</li> <li>• To co-operate in the implementation of the Council's Health &amp; Safety Policy by acting in the course of employment with due care for personal safety and that of others, who may be affected by their acts or omissions at work. Co-operating, so far as is necessary, to enable the Council to perform any duty or to comply with any requirements, as a result of any Health &amp; Safety legislations that may be in force.</li> </ul>	<p>and report any defects to the HT/RPO and MO.</p> <ul style="list-style-type: none"> <li>• Ensure that property and equipment related risk assessments are in place.</li> <li>• Operation, monitoring and checks of security and fire alarm systems.</li> <li>• The reporting of pest control incidents.</li> <li>• Emergency First Aider.</li> <li>• Attend training as required for operational needs or compliance with legislation or Highland Council corporate requirements.</li> <li>• To ensure accidents, incidents and potential hazards are recorded and reported in line with Council procedure.</li> <li>• Ability to accept responsibility and be adaptable to meet service needs</li> <li>• Ability to assess and communicate/respond to building users</li> <li>• Ability to use own initiative and work independently or as part of a team</li> <li>• Ability to complete paperwork accurately and function to deadlines</li> <li>• To ensure contractors have access to establishments to repair, inspect and the signing of completed worksheets as required.</li> <li>• The open/close of establishments as appropriate ensuring access and egress for authorised personnel and visitors.</li> </ul>	<p>The graduate will have gained 18 Months working experience a Facilities Assistant 2 supporting the Facilities Services team in Inverness Highland Council Headquarters</p> <p>The Facilities Assistant 2 Modern Apprentice will demonstrate competency levels, learning milestones and training logs as per the Highland Council Standards.</p> <p>The Facilities Assistant 2 Modern Apprentice will be performing well in all areas of his/her role, Timekeeping, Time Management and Attendance.</p> <p><b>Areas of Supervision:</b></p> <p>Work will be monitored/reviewed by the line manager as per the Highland Councils Policies and Procedure.</p> <p><b>Qualification studied:</b></p> <p>Completed SVQ in Facilities Services at SCQF Level 5</p>
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<p><b>Areas of Supervision:</b></p> <p>The initial phase is a fully mentored introduction to the role and will be directed in all activity.</p> <p>Apprentices will be required to demonstrate progression within the training scheme and relevant qualification.</p> <p><b>Qualification studied:</b></p> <p>SVQ in Facilities Services at SCQF Level 5</p>	<p><b>Areas of Supervision:</b></p> <p>All work will be reviewed by the line manager to assess for competency and compliance.</p> <p>The apprentice will be permitted to work unsupervised for periods of time and be free to plan, organise and schedule their own work, commensurate to their increasing ability and competency.</p> <p>Supervision and guidance for all tasks will be available from the line manager. In addition, on a periodic basis via a one-to-one meeting; the apprentice will discuss progress or training issues with the line manager.</p> <p><b>Qualification studied:</b></p> <p>SVQ in Facilities Services at SCQF Level 5</p>	
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