

Job Outline

Post Title:	Senior Facilities Assistant
Service:	Infrastructure – Facilities Management
Location:	As advertised
Immediate Supervisor:	Facilities Co-ordinator / Area Officer

Purpose of Job:

Assist the Facilities Co-ordinator / Area Officer with the provision of an efficient and effective integrated facilities management service within East Lothian Council/Partner premises.

- Provide a helpful and proactive point of contact for customer and building users in carrying out a range of Facilities Management services within Council/Partner premises in accordance with the agreed quality standards and task schedules.
- Assist the premises Management in providing a safe and secure environment for all users ensuring all activities are carried out in accordance with recognised procedures and documented safe systems of work (e.g. COSHH) including the requirements of Health and Safety legislation and statutory regulations.
- Undertake a range of property management tasks across the premise, recording all activities and reporting of any faults in accordance with internal procedures and manufacturer's instructions.
- Provide a range of cleaning activities ensuring that all areas are clean, operationally safe and fit for use adopting established procedures, agreed guidelines, risk assessments and regulations, highlighting any improvements to service / cost which could be made
- Provide front line supervision and support to Facilities Assistants/Cleaners/Cleaning staff.
- Undertake various planned and unplanned cleaning activities within the building to the trained standard as instructed.
- Replenish toiletry ancillaries as required.
- Remove and dispose of all waste/rubbish using the appropriate receptacle in line with ELC recycling and environmental policies and procedures.
- Report defects/damages to the relevant person/department.
- Undertake general outside maintenance of building inclusive of stores/outbuildings.
- Carry out/assist in clearing paths of snow and grit as required and ensure the general maintenance/tidiness of all public & private areas within the premises responsible for (internal and external), including litter picking, removing broken glass and debris to ensure and maintain a safe environment for users of the premises.
- General portorage duties of all equipment within the premises, responsible for set up and take down of equipment as required to meet users' needs. Distribute appropriately/timeously and turn around ready for the next user.
- Daily checks and maintenance of equipment, carrying out minor repairs and arranging servicing / major repairs through Property Maintenance e.g. safety checks and minor repairs, checking of boilers and water heating systems and ensure that these areas are tidy and dust free

- Clean up body spills using the approved cleaning kits provided by ELC as required to ensure a safe and clean environment for facility users.
- Test/record fire alarm equipment.
- Opening and closing of the premises & grounds to ensure access is available as and when required to meet business needs.
- Comply with training & procedures ensuring all relevant paperwork/documents are completed accurately and on time in accordance with statutory obligations and Council policies and procedures.
- Assist in Human Resource practices and procedures, e.g. recruitment & selection, sickness absence, disciplinary procedures and conduct, PRD, back to work meetings with all employees who report to directly to you.
- Carry out safe systems of work including due regard for Health and Safety issues and that all employees who report to you are trained to carry out the duties of the post.
- Take reasonable care of personal health and safety and co-operate with management to enable compliance with the Council's health and safety rules and legislative requirements.
- Attend team meetings and participate in relevant employee training sessions required to undertake the duties and responsibilities of the post.
- Any other duties as directed by your line manager and appropriate to the grading of the post.

Employee Responsibility:

Facilities Assistants/Cleaners/Cleaning Staff

Essential Requirements for this Role:

Education:

- A good general standard of education **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- **Dependent upon location** this role may require **PVG clearance** for regulated work with children and/or protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

Scottish Social Services Council:

- None

PERSON SPECIFICATION

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Attributes	Essential	Desirable
Education & Training	<p>A good general standard of education and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>Dependent upon location this role may require PVG clearance for regulated work with children and/or protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be required prior to commencement.</p>	<p>BICS Cleaning Qualification or equivalent</p> <p>Basic Health and Safety training/certificate</p> <p>Current clean driving licence</p>
Previous Experience (Paid & Voluntary Work)	<p>Experience of dealing with the public in a customer focused environment.</p> <p>Previous supervisory experience</p> <p>Experience of providing cleaning duties in a commercial environment.</p> <p>Experience of carrying out basic repairs and general maintenance.</p>	<p>Working within an operational Facilities Management environment.</p> <p>Experience of basic clerical/admin tasks.</p>
Knowledge/ Skills /Competencies	<p>Knowledge of cleaning equipment and cleaning methods</p> <p>Effective verbal and written communication skills.</p> <p>Effective organisational and time</p>	

	<p>management skills.</p> <p>Awareness of Health & Safety and building security.</p> <p>Ability to prioritise conflicting workloads.</p>	
Personal Qualities	<p>Ability to work without close supervision.</p> <p>Ability to work flexibly as part of a team and on own initiative.</p> <p>Ability to work in a fast paced environment and meet deadlines.</p>	
Council Behaviours	<p>We are customer focused</p> <p>We initiate and embrace change</p> <p>We strive to be the best we can be</p> <p>We make things happen</p> <p>We work together</p>	