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**JOB OUTLINE**

##### Post: Facilities Assistant (Bank)

##### Service: Safer Communities – Facilities & Property Management

**Section:** *Assets & Facilities Management – Facilities*

**Grade:** *G2*

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| **Job Purpose** | *Assist with the provision of an efficient and effective integrated facilities management service within a Council/ Partner premise in order to assist with the promotion, delivery and integration of the Council`s key objectives; specifically in relation to the Community Plan, Shared commitments, Single Outcome Agreement and Best Value.* |

1. **SECTION STRUCTURE CHART**

**Service Manager**

**Delivery Manager**

1. **KEY DUTIES & RESPONSIBILITIES**
2. *Providing a helpful and proactive point of contact for customers and building users in carrying out a range of facilities management services within a Council / Partner premises in accordance with the agreed task schedules and Service Level Agreements.*
3. *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.*
4. *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.*
5. *Carry out regular maintenance checks throughout the premise taking appropriate actions to ensure areas are made safe, remedial actions are undertaken and report any issues to the Facilities Co-ordinator, Property Repairs Centre or the Risk Management Centre in accordance with established procedures, agreed guidelines, risk assessments and regulations.*
6. *Carry out maintenance of safe outdoor areas within the premises boundaries including all hard and play areas, car parks and pedestrian access to the premises including salting and snow/ice clearance and weeding and litter collection in accordance with the agreed guidelines, risk assessments and regulations and notify the Facilities Co-ordinator of any issues.*
7. *Assist with the supervision of Children and Young Persons within the playground areas or in school building dependant on weather directed by the Headteacher/Premise Manager.*
8. *Undertake an initial response to any security issues arising within the premise liaising with the Premises Management, Emergency Services and Facilities Co-ordinator, as required.*
9. *Undertake a range of scheduled tasks including the operational running of Therapeutic and Swimming Pools attached to the premises in accordance with the agreed guidelines, risk assessments and regulations.*
10. *Undertake and contribute to maintaining standards of cleanliness to meet the needs of the service*
11. *Support the positive delivery of a range of events including Lets by ensuring all equipment is set up in advance, dismantled and securely stored in accordance with the manufacturer’s guidelines, risk assessments and current regulations, as requested.*
12. *Maintain effective communications with the Premises Manager and Senior Facilities Co-ordinator in matters related to the delivery of service and escalation of Health and safety issues.*
13. *Assist with the maintenance of Health and Safety and Managing Absence systems including the completion of Absence related Return to Work reports.*
14. *Carry out the appropriate on-the-job training sessions for all employees prior to using any equipment, materials or chemicals highway in accordance with safe operating procedures and/or instructions.*
15. *Act as Key Holder to open and close the nominated premises ensuring all persons have vacated the buildings, areas are secure and alarm systems activated prior to exiting the premises.*
16. *Maintain a stock of washroom and cleaning supplies for use within the premises, ensuring all items are timeously requisitioned, stored securely and issued as required.*
17. *Assist with the receipt of all non-facility management goods and services delivered to premises and provide porterage of equipment and supplies as required.*
18. *Allocate and instruct the Cleaners on routine and reactive daily work activities to be undertaken ensuring all work is completed in accordance with the Service Level Agreements and Council’s policies and procedures.*
19. *Assist the implementation and delivery of Service improvements and initiatives provide regular reports, information or feedback, as agreed with the Facilities Co-ordinator, as agreed.*
20. **GENERAL RESPONSIBILITIES**
21. *Ensure that any materials, equipment and vehicles provided to assist in carrying out the duties of the post are properly secured in accordance with the Council’s policies and procedures.*
22. *Utilise and maintain effective information and administrative systems.*
23. *Promote the health and safety of employees at work and of service users through the implementation of the Council’s policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.*
24. *Ensure that all activities for which the post holder is responsible are delivered in accordance with the Council`s Equality and Diversity Policies and the statutory and general and specific Equality Duties.*
25. *Ensure that the Council’s Customer First Service Commitment is followed in all dealings with the people we serve.*
26. *Participate in the East Ayrshire General Employee Review (EAGER) process annually in accordance with the Council’s set arrangements.*
27. *Adhere to the Council’s policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.*

**PERSON SPECIFICATION**

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| Designation: Facilities Assistant | Post No: P0 |
| Service: Facilities & Property Management | Section: Assets & Facilities Management – Facilities |

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| **Attributes:** | **Essential Criteria** | **Desirable** |
| Qualifications |  | * ILM 3. * IOSH Health and Safety Certificate. |
| Knowledge & Skills | * Proven communication skills both oral and written. * Awareness of Health and Safety. | * Working knowledge of security and building systems. |
| Experience | * Experience of dealing with the public in a customer focused environment. | * Worked in an educational, multifunctional facility or facilities management environment. * Allocated and checked the work of others. * Used ICT packages including Microsoft Office (Word, Excel and Outlook). |

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| **Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours** | |
| **Quality** | **Behaviour** |
| Flexible | * Have an open mind and look for better ways of doing things. * Embrace new technologies to improve services for the people we serve. * Welcome opportunities to learn and grow. |
| Approachable | * Develop positive and productive relationships with everyone. * Listen, notice, respond and engage. * Manage our reactions and think about how our behaviour affects others. |
| Caring | * Embrace working in a team and working with others. * Take pride in your role, serving our community and strive to be the best we can be. * Be kind to others and to ourselves. |
| Empowered | * Have the courage to try new things. * Work with others to find the best solutions. * Help everyone to realise their full potential. |