

FACILITIES CO-ORDINATOR

Reference No.	G136.01	Type	Generic
Service	Facilities Management		
Job Family	Para Professional 5	Grade	FC7

Purpose

To assist the Line Manager to ensure that a high quality standard of service and cost effective Facilities Service is provided to customers by managing, leading and supporting a team of staff throughout their area of operation.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Managing and co-ordinating a range of facility services including, janitorial, cleaning, caretaker, school crossing patrol.	<p>Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent</p> <p>Experience in Facilities management, including a cleaning environment</p> <p>Experience of supervising in a multi-outlet environment</p> <p>BICS Certificate or equivalent</p> <p>Manual handling skills</p> <p>Organisational skills (Deliver results – See ‘How We Work Matters’ Framework)</p>	<p>✓</p> <p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p>✓</p> <p></p> <p></p> <p></p>

Role Profile

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	Problem solving skills (Take ownership) Highly motivated and able to work on own initiative Ability to provide a regular and effective service	✓ ✓ ✓	
Monitoring, auditing and inspecting units ensuring compliance with service standards, operating and quality control procedures, Health and Safety legislation and operate to approved Service Level Agreement.	Ability to travel at short notice to other Fife Council establishments	✓	
Ensuring conformance and compliance with Health and Safety legislation when dealing with the annual monitoring of Asbestos and Asbestos related incidents, fire safety checks and legionella testing. Carry out Risk Assessments, Manual Handling Assessments.	Working knowledge Health and Safety legislation Legionella Water Quality Training Asbestos Training IOSH Training	✓	✓ ✓ ✓
Creating and developing team plans and offer guidance and support when necessary to staff.	Ability to prioritise own and teams work and achieve targets (Work together)	✓	
Liaising with customers, and attending Forums/Groups with e.g. Head Teachers, members of the public, Community Heads, internal and external agencies, responding to any enquiries, comments, areas of concern and complaints. Taking remedial action and reporting complaints to Line Manager.	Customer care skills (Focus on customers) Communication skills	✓ ✓	
Directly supervising and managing a large and diverse staff group, in accordance with policies and procedures in relation to staffing, e.g. recruitment, training, attendance management, disciplinary, counselling, mediation and performance management.	Experience in staff training Interview skills Ability to work to deadlines IT skills (Embrace technology and information)	✓ ✓ ✓	✓

E = Essential Criteria D = Desirable Criteria

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Developing and implementing appropriate shift patterns to ensure the right people with the right skills are available to manage the demands of the units are met, as well as meeting all regulations, e.g. Working Time directives.	Supervisory qualification, e.g. NEBS, or equivalent	✓	
Carrying out 'on the job' training as required in relation to e.g. manual handling, working at heights.	Working at Heights Train the Trainer Manual Handling Train the Trainer		✓ ✓
Authorising or otherwise all leave, overtime and mileage claims, by using managers self-service.			
Monitoring budgets, investigating and highlighting variances in expenditure.	Budgetary Awareness Numeracy skills Literacy skills Experience of handling budgets	✓ ✓ ✓	✓
Monitoring expenditure relating to vehicles, vacancy management, tool maintenance and work wear.			
Preparing financial reports on areas of expenditure and preparing reports with recommendations for service improvement.			
Processing of financial information, including the re-charging of costs associated with school lets and overtime for external and internal clients and works.			
Ensuring that the Service purchase cards are used within the guidelines set by the council and within the financial regulations.			
Assisting in the evaluation of new products, equipment, methods of work with a view to Service delivery, customer satisfaction and effective use of resources.	Ability in creative thinking		✓

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Assisting in the organisation of new unit openings and the closure of redundant units. Managing and planning of major projects e.g. school decants.	Presentational skills		✓
Assisting with the identification of new business opportunities.	Marketing and promotional skills		✓
Ensuring the effective running and safe operations of the Education Services Swimming Pools, including the creation and development of Operations Manuals, Standard Operating Procedures and Health and Safety Manuals, Chemical testing and audit procedures, repairs and maintenance schedules, emergency planning and training programmes.	Experience of IRSM pool management		✓
Managing and co-ordinating, in the absence of the Team Manager, the service's resources in the event of an emergency such as fire, flood, swimming pool chemical leakage, severe weather incidents and liaising with Emergency Planning.	Organisational skills Flexibility	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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FACILITIES COORDINATOR – SCHOOL CROSSING PATROLLER			
Ensuring the effective delivery of a School Crossing Patrol Service, engaging with relevant stakeholders whether requests over the formation of new sites should be advanced. Reporting and progressing these decisions as considered appropriate.	Awareness of the Road Traffic Act as associated to School Crossing Patrollers SCPO site assessment training SCPO Medical Assessment	 ✓	✓ ✓

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input checked="" type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results