



Role Profile

FACILITIES OFFICER

Reference No.	I412.01	Type	Individual
Service	Facilities Management Service		
Job Family	Para Professional 3	Grade	FC5

Purpose

To organise and provide a range of services and support to Council Services in multi-occupancy buildings and depots, including reception, caretaking, security and administration.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Managing, on a day to day basis, the facilities function for number of building/depots, including reception, caretaking, security and administration, ensuring standards are met and take appropriate action as required.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E	D
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Educated to SCQF level 5, which includes National 5 or SVQ level 2, Standard Grades at Credit level or ideally ONC in Business Studies or equivalent

✓

Moderate experience in a similar environment

✓

Moderate supervisory experience

✓

Team working skills (Work together – See ‘How We Work Matters’ Framework)

✓

Team builder skills

✓

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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
	Experience of managing own and teams workload	✓	
	Ability to travel between different locations/buildings	✓	
Responsible for ensuring the building/s comply with current health and safety regulations on a day to day basis.	Working knowledge of Health and Safety (Take ownership)	✓	
Responsible for ensuring buildings comply with current fire regulations, including responsibility for the provision of training for fire duty personnel and ensuring building users' awareness of fire evacuation procedures. Taking a lead role in event of fire or other emergency, being first point of contact for Emergency Services.	Organisational skills	✓	
Managing and monitoring requests for maintenance and repairs to buildings following defined processes and procedures. Investigating reasons for any delays and ensuring work is carried out to a satisfactory result.	Knowledge of the Microsoft office package including Word and Excel (Embrace technology and information)	✓	
Responsible for ensuring building users are advised of any potential disruption in the course of any repair/refurbishment works within the office buildings.			
Ensuring the car park protocol is followed by building users and visitors by monitoring of use and issuing reports and warnings to offenders.			
Arranging and participating in the call out procedure for snow clearing and gritting of access roads, footpaths and building car parks where necessary.			
Attending and contributing at meeting with Services for the purpose of discussing and progressing improvements and developments to service provision and delivery.	Communication skills (Deliver results)	✓	
Leading user group meetings on behalf of Facilities Co-ordinator on occasion.			
Overseeing the day to day operating of the council's buildings access system including the relevant maintenance.			

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Monitoring complaints/queries on building management services/issues and seeking resolutions. Resolving any unresolved issues that have been escalated.			
Ensuring that Committee Rooms, meeting rooms and function rooms are prepared as requested by clients and reinstated as appropriate. Ensuring any room changes are reflected in the room booking systems.			
Arranging for appropriate flags to be flown on designated dates and times as directed.			
Directly supervising and managing a team, in accordance with policies and procedures in relation to staffing, e.g. recruitment, training, attendance management, disciplinary, counselling, mediation and performance management.			
Developing and implementing appropriate shift patterns to ensure the right people with the right skills are available to ensure the demands of the service are met, as well as meeting all regulations, e.g. Working Time directives			
Carrying out 'on the job' training as required.			
Authorising and managing all leave, overtime and mileage claims, by using managers self-service.			
Responsible for providing reports to Services and Management on Pool Car usage, Room Bookings, Visitor Nos. for the office buildings.			
Responsible for carrying out disciplinary investigations as required.			
Responsible for the updating of FISH with changes relating to recruitment/leavers, and amendments, e.g. changes to designation, location, phone numbers, for the Facilities Management Service.			
Approving orders and invoices for goods and services supplied for the building/s and maintaining adequate levels of stock.	Numeracy skills (Focus on customers)	✓	
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 OFFICER - DEPOTS

Managing on a day to day basis the external depot areas, ensuring standards are met and take appropriate action as required.			
Managing the site security, including the management of the Automatic Number Plate Recognition (ANPR) system, monitoring of fuel and vehicle wash sites and general yard maintenance.			

FACILITIES OFFICER – CIVIC DUTIES

Co-ordinating the provision of a Driving Service for Councillors and V.I.P's.			
Arranging for attendance at Fife Council, other Committee Meetings and meetings of the Licensing Board to assist with the arrangements.			
Providing an appropriate service at Civic Functions, undertaking introductions and briefing announcements, issuing hospitality and related tasks as directed.			

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 type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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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