**Job Description**

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| Job Title: Site Facilities Officer (Property Services) |
| POSCODE: CCC1323 |
| Grade: 5  |

**Overall purpose of the job**

To assist in ensuring that all CCC corporate at properties are fit for purpose, are safe for our customers and staff and our contractors adhere to the internal processes set out within our service level agreements.

* To check, oversee and carry out small building repairs, where possible.
* Help oversee the cleaning, security, waste management and grounds maintenance contracts at all our corporate sites throughout the county.
* Assist in managing contractors while on site, assisting with site access and ensuring that internal processes are always adhered to.
* Audit and report on maintenance issues through the appropriate route

To provide support to colleagues within Property on all matters relating to building maintenance, access, security, Councillor support and civic duties throughout the corporate Property Portfolio.

**Main accountabilities**

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|  | Work closely with the Property Services helpdesk and external service providers to ensure timely, appropriate reporting and scheduled works. All remedial repairs to be in accordance with Service Level Agreement contractual requirements, specifications and the Council’s Health and Safety and Quality Controls procedure.  |
|  | Act as a contact for contractors attending site ensuring they are fully aware of the Council’s attendance procedures and that they will follow full Health and Safety procedures (5Cs) and permits to work are issued where required. Ensure staff on site and building custodians are aware of the activities as appropriate. Ensure keys, access cards and access codes / fobs are signed out and recovered according to procedures, to maintain security of buildings. |
|  | Inspect, report on and ensure the key performance indicators are met. Ensure that contracts, Health and Safety standards and other relevant policies are adhered to by external contractors. Report any discrepancies via the Property Services helpdesk. Manage time effectively, when travelling around the County to prioritise tasks appropriately. Develop and build on customer relationships at operational levels with key stakeholders, which include public, service users, and members. And act as a main point of contact. Inspect work and monitor contractors to ensure they adhere to the agreed specifications and method statements. |
|  | Ensure effective communication channels are always maintained to provide an efficient customer-focussed service. During regular team meetings, engage fully and suggest any new ideas for service improvement. These can be fed in through the building checks process and stakeholder engagement from site visits. Maintain and record accurate records of meetings and findings as required and make these available to your line manager effectively so they can be enforced.  |
|  | Be able to monitor, populate and refer to the CAFM and Asset Management system for all building related information such as asset information, O&M manuals, helpdesk related tasks, PPM schedules and reactive works, site plans, condition survey works, capital projects, energy data, carbon footprint. Be able to interrogate the data, amend as appropriate and report back on any discrepancies with regards to scheduled works. |
|  | Act as a keyholder contact for sites and where necessary attend sites both within and outside of office hours in emergencies, to support maintenance activities onsite. Liaise and support others within the wider property services, Compliance and Estates teams as well as Facilities Management. Make a conscious effort to ensure effective communication and maintain rapport with others whilst maintaining a positive approach. |
|  | Monitor and audit the safety of our corporate buildings and its fabric on a routine basis, ensuring any defects are raised through the property helpdesk so that they can be quickly rectified. Should any repairs be possible while onsite, it will be the responsibility of this team to make these safe. Use the property helpdesk to create new job requests where a situation is encountered when a contractor is required for repairs. Ensure buildings and ancillary equipment are properly maintained. This will include performing basic repair functions, undertaking routine procedures, inspections and building checks.  |
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 | Maintain and manage the site facilities key system, ensuring all keys signed out by contractors or staff are signed back in. Report any missing keys immediately and attempt to track them down using key logs. Should there be a requirement to resecure a building, manage a lock changing procedure and ensure this is added to the existing regime and communicate as necessary. Be able to take the lead, sometimes at short notice, with the management of our car parks for large-scale events, or committee meetings where a large public gathering is to be expected. Be required to participate in low-level security tasks such as door patrols or queue safety. |
|  | Maintain and develop site buildings records including Health and Safety, maintenance manuals, drawings, logbooks, service reports and worksheets. Monitor progress of these contractor works and update the jobs online as and when necessary. Ensure all areas, including offices, corridors, break-out areas, and meeting rooms are clean, tidy and fit for use daily, as part of the scheduled building audits as part of a set plan. Carry out scheduled weekly fire alarm call point testing, documenting results and raising issues as a priority, to ensure we always have fully operational fire and evacuation systems. This will include panic alarms in accessible toilets. In addition, ongoing monitoring of CCTV systems, to ensure the equipment is correctly recording, for the Shire Hall site and an awareness of the data protection legislation around this are required. |
|  | Effectively log complaints and problems as they arise. Advise the line manager of any developments, problems or complaints that need to be escalated, quickly, promptly and accurately. Track any trends in complaints or issues and have an effective solution in mind to mitigate reoccurrences, using the site facilities MS Teams area ensuring the wider team has visibility. Work with the wider facilities management team to ensure stationery cupboards around the site are stocked and maintained sufficiently, MFDs toner cartridges are replaced as required, as well as replacing other consumable items as and when required between sites. |
|  | Assist the property project team with office moves and changes. Emptying buildings that are surplus to requirements, maintain an inventory of surplus stock that can be repurposed for use at other buildings and assist the organisation with unnecessary FF&E spend. Monitor alerts and alarms on the building management system, adjusting and reacting accordingly. Catalogue and maintain a list of reusable stock items and equipment, as our engineers remove these from buildings and certify them for re-use.  |
|  | Work towards reducing CCCs carbon footprint by ensuring buildings are correctly operating, such as ensuring set points are correct, lights not left on, heating and cooling systems are running efficiently and in line with the seasonal changes in temperature. Use BMS (building management system) to remotely monitor the operation of buildings and then plan and manage any required visits to sites to follow up on issues reported by these systems. Use the Property Services helpdesk to engage contractor attendance for the resolution of potential energy wasting situations as soon as possible. |
|  | Support and work closely with the Chief Executives team and the Member Services team to assist with any civic functions at The New Shire Hall and any regional offices or other sites within the county as required. This will include high profile events such as flag raising ceremonies, open days, events to mark CCC’s connection with the Royal Family and central government and any other event that may include the public or press attendance. In addition, civic duties will cover meeting room set-up and support for full Council meetings at New Shire Hall and any other site if required, sometimes short notice requirements by the Chief Executive or his team. Ensure we have a presence onsite with the detailed knowledge and experience of the buildings’ operation, to support these requests |

**Person Specification**

**Qualifications, knowledge, skills and experience**

The ideal applicant will have good communication and organisational skills, the ability to work individually as well as part of a team.

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| Qualifications Required | **Subject** | **Essential/****Desirable** |
| 5+ GCSE’s (or equivalent) | To include English, Maths and Science Grade C and above | Essential |
| NVQ Level 1 or above | Building and Maintenance, or equivalent work experience. | Desirable |
| IOSH Managing Safely | Health & Safety | Desirable |

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| Identify  | Describe | Essential/Desirable |
| **Knowledge & Experience** |  |  |
| Building and Maintenance, or equivalent work experience. | Relevant safety legislation and safe working practices applying to themselves and others. Understand relevant legislation, and industry practice in relation to Building fabric and maintenance solutions.  Assist in minimising wastage, promote effective practices and identify where improvements can be made across the estate when completing audits.  | Essential |
| Planning & Preparing | Consulting with staff, customers and contractors and making them aware of any impact work will have on its users and how long it is likely to take.Preparing and undertaking Health and Safety checks and following the procures when identifying measures which need correcting.Catalogue and maintain a list of reusable stock items and equipment, as our engineers remove these from buildings and certify them for re-use.  | Essential |
| Supervision | Experience of supervising colleagues and contractors in a building / facilities management or similar setting, to ensure that processes and procedures are always followed.Experience of supervising and managing staff/public events where people management is required.  | Desirable |
| Contract Management and Compliance | Awareness of fire safety, fire alarm system testing, fire warden training and the management of evacuation lifts and processes for any meetings held at New Shire Hall, ensuring regular refresher training is undertaken. An oversight of security, cleaning, grounds maintenance and waste management / recycling contractsKnowledge of the operation and data protection requirements for CCTV systems. | Essential |
| Quality Assurance | Experience of providing quality assurance upon the completion of maintenance reactive tasks by them and others. | Desirable |
| **Skills** |  |  |
| Communication | Able to contribute practical and innovative ideas. Communicate effectively in all manners that are appropriate, logical, well-structured, concise and accurate to all levels and stakeholders.  | Essential  |
| Working Effectively and Efficiently  | Working reliably and effectively without supervision, to the appropriate specifications, codes of practice and be aware of the needs and concerns of others, especially related to diversity and equality.Solving problems within their own scope of responsibility, by applying technical and behavioural skills and knowledge to define the problem, identify, evaluate and select alternatives and implement solutions. Have a strong view on the CCC carbon footprint and ways we can operate ourselves, our vehicles and our building systems more efficiently to help minimise this.  | Essential |
| Accountability and Self Discipline | Accept and take responsibility for their own work and where possible and if necessary, take accountability for all work performed and work completed under jurisdiction.Self-disciplined and be able to cope with a complex demanding workload and changing priorities by prioritising workload effectively to achieve targets and meet tight deadlines. Ability to work to high standards with emphasis on detail. | Essential |
| Innovation & Personal Development | Can contribute to practical and innovative ideas towards the CCC strategic property and asset management agenda. Have a desire to learn from experience, learn from others to promote and improve personal performance. | Desirable |
| Travel | Ability to travel effectively around the county on Council Business. | Essential |
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| Equality, Diversity and Inclusion (applies to all roles. | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.  |

**Disclosure level**

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| What disclosure level is required for this post? |  | Standard (may be required to attend children’s homes, care homes & schools) |
| Enhanced X | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed  | Hybrid x | Field | Remote | Mobile |