

Job description

Details of the job

Job title:	Facilities Officer
Grade:	F
Reports to:	Corporate Property Manager
Service area:	Estates & Facilities

Overall purpose of the post

1. To ensure continuous performance and maintenance of WNC's corporate buildings facilities (i.e. One Angel Square & County Hall) providing conducive and effective working environments for all property occupants.
2. To enable statutory compliance of WNC's corporate buildings with Health and Safety regulations. Conducting regular inspections, monitoring, reporting and preventative maintenance.

Principal responsibilities

1. Undertake reactive and planned maintenance to NCC sites with respect to plumbing, electrics and general building work (e.g. repairing/replacing taps, washers, locks, tiling, guttering and drain rodding) to prevent facilities becoming un-fit for purpose in whole or in part and to minimise expenditure on contractors.
2. Liaise with line manager/senior management to recommend, where necessary, the need for a contractor and to determine the nature of the specialist assistance required.
3. Liaise with customers to correctly identify and understand reported issues, advising on how reactive or planned maintenance tasks may impact on service delivery, to minimise disruption to staff and maintain a constant service when carrying out duties wherever possible.
4. Assess and prioritise tasks to ensure all assigned properties are operational and safe for occupiers' use (e.g. boarding up broken windows and gritting paths in adverse weather).
5. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
6. Support the moves/projects team in relation to driving, heavy lifting and furniture handling, working from office plans and network cabling to minimise disruption to staff and maintain a constant service when carrying out an office move.

7. Manage stock levels and maintenance of tools, equipment, PPE and consumables to negate or minimise disruption to service whilst awaiting delivery of required materials.
8. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
9. Demonstrate awareness and understanding of equal opportunities and other peoples' behaviour, physical, social and welfare needs.

Person specification

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Grade	F
Service area:	Estates & Facilities

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education, qualifications and training	Good IT skills.	Demonstrable knowledge of Health & Safety in the workplace.
Experience and knowledge		Relevant building maintenance experience. Basic understanding of Electrical and Plumbing systems.
Ability and skills	Ability to communicate effectively both verbally and in writing with customers, contractors and partners Able to build sound relationships face-to-face and on the telephone and is able to establish a rapport easily by being approachable and managing the relationship well.	Significant hands-on experience in a building services maintenance role
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	