

Role Profile

Job Title:	Facilities Team Leader
Location:	Managed Estate
Department:	Estates
Directorate:	Growth
Grade:	F
Salary Range:	£34,488 to £36,585
Reports to:	Facilities Manager

1. Job Purpose:

To provide flexible facilities and maintenance services ensuring the safe and efficient operation of all Council buildings across the managed estate working a range of shifts including weekends that support building opening times. The postholder will supervise a small team of Facilities Assistants and as appropriate support the senior team leader in deputising for the Facilities Manager making sure day to day Facilities operations are delivered in line with departmental plans.

2. Key accountabilities:

- Ensure building compliance via daily, weekly and monthly Health & Safety inspection logs. Maintain accurate records of maintenance and compliance records completed by the Facilities Assistants in relation to weekly alarm testing, emergency lighting and DDA.
- Liaising with contractors on site working in LBB buildings ensuring that a compliant Permit to Work is on record inclusive of compliant Risk Assessments and Method Statements. Spot checks are required to ensure the work is completed to high and safe standard.
- To ensure the Helpdesk Requests, and similar requests listed on FM systems, are allocated amongst the team for completion. Make sure all of the FM team are able to access the help desk and retrieve and close jobs. Spot checks on completed requests is required for service compliance.
- Assist the Facilities Manager/Premises Controller in building evacuations and emergency situations by completing the necessary duties required. Act as Premises Controller on a rota basis.
- To ensure Facilities Assistants carry out their duties in the preparation and setting of meeting/training/conference rooms and other specified areas including setting up and testing of audio-visual equipment and office desk monitors and cabling. Provide guidance and support as necessary to the team in relation to audio Visual trouble shooting and liaise with IT as appropriate.
- Ensure a rota for Facilities Assistants is in place to provide adequate staff cover at FM managed Council buildings including evenings and weekends considering planned and non-planned absences and making sure these are effectively communicated to the team.
- Unlocking and locking of building as required. Ensuring all building alarm systems are in full working order. To liaise with Facilities manager to ensure cover is available at all sites during

- an emergency. To carry out the task of opening and locking and covering shifts not covered by Facilities Assistants.
- Out of hours attendance as required at some weekend and evening functions and meetings. Responding to calls out of hours on all sites when on shift.
- Oversee minor internal office moves including provision of furniture and fixtures and fittings and other equipment.
- Manage contractors completing larger moves in terms of contractor safety and work permit.
- General Portering duties to include delivery of parcels, delivery of print items and issuing of keys. Involves recording details of all deliveries and relevant information and ensure logs are accurate for the team.
- Carryout minor repair/handyman and internal decoration work. This includes but not limited to basic plumbing, carpentry, locks and the installation of shelves, noticeboards and AV equipment.
- Replacement of faulty lamps and fluorescent tubes as required.
- Monitor the collection of rubbish sacks/confidential waste and shredded paper. Ensuring compliance with Information Management in relation to confidential waste specifically.
- Liaise with the Facilities Manager and the Building Services Team in relation to high level maintenance issues that require the use of contractors.
- To assist with the monitoring of the car park in certain areas as requested and include listing requests via the ANPR database available.
- To respond and support Facilities management staff on request.
- To act as Mace Bearer for Mayoral duties as and when required.

After training the following tasks will form part of the role holder's accountabilities

- Carryout and oversee annual Portable Appliance Testing at relevant sites with support from the management team. Complete individual requests to test electrical equipment.
- Carryout and oversee monthly water testing and temperature checks as required
- Carryout and oversee monthly emergency light tests as required
- Carryout and oversee Audio-Visual hardware equipment installations

3. Customer Focus

- To provide a professional, courteous service to all users of LB Barnet public offices including internal staff, tenants, council members and visitors.
- To provide information and report to the Facilities Manager any potential customer issues that need resolution, particularly those relating to Health and Safety matters.
- To liaise with Security Officers on site maintaining a good working relationship. Assistance in Conflict Management and Incident Resolution is often required.

4. Team Management

- To work as a part of a proactive, customer supporting team providing highest level of service provision within the parameters of budget set. To encourage the team to work effectively.
- To proactively engage in development opportunities that continually improve personal and team organisation performance and increase level of job satisfaction.
- To maintain up to date training records of the Facilities Assistants.
- To identify any relevant training courses for the Facilities Team and bring this to the attention of the Facilities Manager.

- To participate in the development of effective and efficient Facilities Management policies, processes, and procedures. Inclusive of fire safety procedures and security lockdown processes.
- To attend regular monthly meetings with the Facilities Manager to discuss Facilities matters.
- Attend Estates Operational meetings at least once a month.

4. Health and Safety Responsibilities:

As a manager of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure the FM Starter Pack and the Facilities Assistants Operations Manual are up to date and relevant to the Building. Ensure that risk assessments are in place for all task/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns.
- Include health and safety in regular management team meetings.
- Lead by example, monitor and enforce health and safety compliance of staff.
- Assist the Facilities Manager with maintaining up to date First Aid, Fire Warden and PEEP trackers including training records and internal posters.

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Experience & Knowledge		
GCSE level education or equivalent	Essential	Application
Supervisory experience	Essential	Application/Interview
Ability to work without supervision	Essential	Application/Interview
Experience of working as a Porter/Handyman/Custodian preferably in a public sector or similar.	Essential	Application/Interview
Handling all types of parcels, packages and boxes, pushing trolleys and walking around Council premises	Essential	Application/Interview
Skill & Ability		
Clear understanding of the Health and Safety compliance requirement within Facilities Management. Experience of working withing a customer service environment	Essential	Application/Interview
Basic keyboard experience desirable. Ability to set up and connect laptops, projectors, and other Audio-Visual equipment and to establish and follow testing procedures	Essential	Application/Interview
Good experience in use of FM systems including Helpdesk, ANPR and Access Control	Essential	Application/Interview
Be prepared to attend Premises Management training Health and Safety training and all other relevant courses	Essential	Application/Interview
Values & Behaviours		
Caring		

Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview