

Role Profile

Job Title:	Facilities Assistant
Location:	Colindale
Department:	Estates
Directorate:	Estates
Grade:	E
Salary Range:	£33,012 to £34,488
Reports to:	Facilities Team Leader and Facilities Manager

1. Job Purpose:

To work under the direction of the Facilities Team Leader and Facilities Manager. 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 that support building opening times including weekend working.

2. Key accountabilities:

- Under the supervision of the Facilities Team Leader complete daily, weekly and monthly Health & Safety inspection logs for building compliance and maintain accurate digital records for review.
- Liaising with contractors working in LBB buildings ensuring compliance with an up-to-date Permit to Work. Spot checks are required to ensure the work is completed to high and safe standard reporting performance and quality issues through to building services.
- Retrieve and Complete any Helpdesk Requests, making sure jobs are closed down, status updated or passed to building services/contractors. Job request may also be issued by the Facilities Team Leader.
- Assist the Facilities Manager/Premises Controller in building evacuations and emergency situations by completing the necessary duties required.
- Unlocking and locking of buildings as required and in line with a set procedure, including setting and un-setting of alarm systems, securing of windows, doors and switching off lights.
- Ensuring all building alarm systems are in full working order including fire, intruder and panic alarms, reporting defects to Building Services via the help desk system.
- Carry out daily checks and the preparation and setting of meeting/conference rooms for meetings, events, Councillor Surgeries and other specified areas as requested.
- Service functions and meetings in booked rooms, assisting and directing visitors in a professional and courteous manner.
- Completion of minor internal office moves including provision of furniture and fixtures and fittings and other equipment.
- 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.
- 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.
- Assist in providing security cover during evening and weekend meetings.
- Collection of rubbish sacks/confidential waste and shredded paper.
- To clean light fittings and test lighting systems regularly, replacing where necessary minor parts such as faulty lamps, starters and fluorescent tubes.
- To report any emergencies in the case of faults with gas, electric and water to the Facilities Team Leader or Manager.
- To ensure that pedestrian access is free of snow and ice to ensure the safety of staff and members of the public.
- Conduct routine audio-visual checks of meeting rooms and office desk IT equipment making sure all equipment is operating and functioning properly. To include setting up and testing of Audio-Visual equipment within meeting/conference rooms as requested.
- Undertake or oversee emergency cleaning as and when required. This can range from spillages to floods.
- To undertake and assist with weekly fire alarm testing and periodic fire drills and other fire related compliance checks. Inclusive of acting as a senior Fire Warden.
- Ensure that premises are checked regularly for any health and safety hazards and defects in staff and public areas. To rectify any hazard or cordon off unsafe areas and where appropriate raise a help desk request. This will also include.
 - Fire doors
 - Comms room temperature checks
 - Ladder inspections
 - Evac Chair Inspections and Operating
 - Daily outlet flushing
 - Lift Evacuation Drills

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

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

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 Team Leader or 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.

Team Management

- To work as part of a proactive, customer supporting team providing the highest level of service provision within the parameters of budgets set.
- To proactively engage in development opportunities that continually improve personal and organisational performance and increase levels of job satisfaction.
- To participate in the development of effective and efficient Facilities Management policies, processes and procedures.

3. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

4. 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

5. 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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Department	Estates
Directorate:	Growth
Grade:	E
Salary Range:	£33,012 to £34,488
Reports to:	Facilities Team Leader and Facilities Manager

Criteria	Essential/Desirable	Assessed by:
Experience & Knowledge		
Experience of working as a Porter/Maintenance Officer/Custodian preferably in a public sector or similar.	Essential	Application/Interview
GCSE level education or equivalent	Essential	Application
Handling of all types of parcels, packages and boxes, pushing trolleys and walking around Council premises	Essential	Application/Interview
Fire Warden/First Aid/PAT testing/Working at Height	Desirable	Application/Interview
Ability to work without supervision is essential	Essential	Application/Interview
Skill & Ability		
Clear understanding of the Health and Safety compliance requirements within Facilities Management. Experience of working within a customer service environment	Essential	Application/Interview
Ability to set up and connect laptops, projectors and other Audio Visual equipment and to follow testing procedures.	Essential	Application/Interview
Keyboard experience	Desirable	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