

Job Description

Job Title:	Facilities Officer
Reporting to:	Facilities and Business Support Manager
Department:	Facilities
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	April 2024
Job Level:	12

Job Purpose

To support the provision of a safe, secure and maintained environment across Eastlight's hubs both internal and external. This includes ensuring that the hubs and facilities are available for use, meet the needs of their occupants, are maintained to high standards and meet all legal requirements in relation to health, safety and the environment and any specific contractual agreements. To work collaboratively with internal and external customers to co-ordinate activities and events, ensuring all aspects are managed effectively and efficiently.

Key Strategic Responsibilities

- To work effectively and efficiently as part of the Comms Team, to deliver a customer focused facilities, events and health & safety service that exceeds expectations in supporting the organisation's values and achieving its goals

Key Functional Responsibilities

- Key holder for all hubs and take part in an on-call rota, for alarm calls out of hours, including weekends, and for ad hoc security or minor repairs
- Account management of the cleaning contractor, ensuring the cleanliness of the sites. Conduct a monthly walk round with the cleaning contract manager. Space and H & S coordination of activities/events held at our hubs
- Update occupancy reports on a daily basis to assist with space planning requirements
- Act as Fire Marshal and First Aider, co-ordinating the rotas
- Attendance at all hubs and actions as necessary to support and be the initial point of contact for on-site managers/staff over site specific facilities related issues including:
 - Building and statutory maintenance, planned and reactive, including minor repairs
 - Building compliance, reporting and implementing action plans
 - Planned and reactive maintenance of mechanical and electrical systems
 - Routine procedures and checks on ancillary equipment
 - Monitoring of building management systems, identifying and rectifying issues
 - Ad hoc monitoring and testing of systems and equipment
 - Recording of maintenance and performance information, updating records and systems accurately
 - Operating heating and cooling systems for the comfort of the hubs' occupants

- Weekly compliance testing at all hubs
- Energy and environmental conservation, through monitoring, recording and addressing issues
- Implementation of recovery plans follow an incident, accident or major damage to the hubs, internal and external
- Refurbishment of hubs
- Procurement of materials and services in line with established protocols, systems and value for money principles, including timely renewal of contracts to avoid operational and/or business interruption
- Support on environmental aspects of Facilities Management sharing any new technology and best practice we could use in the future
- Sourcing and maintaining adequate supplies of consumables (stationery, printed items, cleaning materials, first aid and sundries), take deliveries and store appropriately
- Creating purchase orders
- Cleaning regimes, planned and reactive, internal and external
- Arrange contractors and sub-contractors to conduct works to the buildings, ensuring they carry out their work in a safe and responsible manner (Method statements/RAMS)
- Hubs access control, including the issuing, deactivation and tracking of identity badges for our people and contractors
- Arrange and provide hub induction tours for colleagues
- Building Health and safety, including risk assessments, risk control, safe ways of working, creating and implementing as necessary personal emergency evacuation plans, investigation, near miss and accident reporting and escalation as appropriate
- Support Facilities and Business Support Manager with the confidential document destruction process ensuing completed as per GDPR guidelines
- Adverse weather regimes to ensure the safety of our people, customers and contractors
- Quality control checks by inspection and audit, seeking to continually improve
- Project work as required to improve the services provided by facilities
- Support the Facilities and Business Support Manager with any other duties as required

Person Specification	
Education & qualifications	<ul style="list-style-type: none"> • GCSE levels 9-4 in Maths and English or demonstrable level of numeracy and literacy skills • Relevant qualifications in facilities or working towards (IWFM) • Desirable IOSH Managing Safely or similar
Experience	<ul style="list-style-type: none"> • Facilities including building maintenance Health and safety • High level of customer service • Venue operations and events co-ordination • Administration • Contract account management
Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of health and safety legislation, including IOSH, Control of Substances Hazardous to Health Regulations (COSHH), risk assessments, safe systems of working and personal emergency evacuation plans • Understand inclusion and diversity and its application in facilities and event co-ordination • IT literate and knowledge of how to use Microsoft office suite • Proven ability to work on own initiative and as part of a team • Ability to undertake manual handling tasks, minor repairs as required • Able to establish and maintain excellent internal and external customer relationships • Ability to work at pace in a fast-moving live environment, prioritise and deliver to deadlines • Professional and positive can-do attitude and flexible approach, adapting to situations and differing needs as they arise • Proven interpersonal skills • Proven communication skills both verbal and written • Proven organisational skills • Proven problem-solving skills • Ability to travel to various locations as necessary, including out of hours and weekends on an on-call rota