



Job Description

POST:	Facilities Officer
SCALE:	Pay scale point 11 pro-rata £10,297 (Full time equivalent £21,166)
HOURS:	18 hours per week
RESPONSIBLE TO:	Facilities Manager of Bridgend Town Council

JOB PURPOSE:	<p>To provide efficient and effective facilities administration support to Bridgend Town Council under the direction of the Facilities Manager.</p> <p>To assist in ensuring a safe and efficient working environment for all users of Town Council buildings, assets and facilities.</p> <p>To undertake day-to-day facilities administration duties, management of computerised maintenance databases and assisting with work schedule preparation for team members.</p> <p>To assist with the administration of the Town Council's 5 allotment sites, including liaising with tenants, arranging tenancy agreements and dealing with any issues that may arise.</p> <p>To provide general office support to the Town Council office, including the provision of customer service via telephone, email, posted letter and face-to-face interaction, along with other responsibilities, as set out in this job description.</p>
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PRINCIPLE RESPONSIBILITIES:

Facilities Administration

- Supporting the Facilities Manager in ensuring a safe working environment for all users of all town council buildings and assets, through effective contractor control, audits/inspections and issue resolution.
- Assisting the Facilities Manager with the facilities administration of the Town Council, including general administrative tasks (such as filing, typing, printing and so on) and liaising with colleagues, elected members and members of the public for successful task resolution purposes.

- Assisting the Facilities Manager in managing the FM preventative and reactive maintenance databases, logging issues and assigning tasks to the most suitable FM team member/external contractor for completion.
- Managing all asset maintenance records and ensuring that all certification is up-to-date.
- Producing weekly work plans for FM Team members, based on the priorities set by the Facilities Manager.
- Processing FM Team member timesheets.
- Assisting with obtaining quotes from external contractors for preventative and reactive maintenance works and liaising with contractors regarding FM issues/projects.
- Procuring equipment/supplies/goods/services for the Facilities Manager, or any other member of the senior management team.
- Assisting with building/fixed asset audits/inspections, (including town centre and ward 'walkarounds'), to identify issues and potential risks and documenting the process/findings accordingly.
- Maintaining the Town Council's asset register, ensuring that it is kept up-to-date and that the Finance Team are notified of any changes to the list.
- Managing the office stationery and supplies, including keeping an up-to-date inventory of all items and placing orders for additional supplies when necessary.
- Maintaining an inventory of the Town Council cleaning supplies and procuring the required supplies in conjunction with the building Caretaker/Cleaner and FM Team members.
- Researching and setting up new and approved suppliers and maintaining the approved suppliers' database.
- Ensuring that any invoices received are forwarded to the Finance Team in a timely manner.
- Deputising for the Facilities Manager in respect of administrative support for facilities related meetings, including the preparation of reports and minuting of meetings, if required.
- Assisting with the setting up of meetings/appointments for FM Team members and other diary management tasks.

Council Van

- Assisting with the management of the maintenance and statutory compliance of the council van, including ensuring the relevant tax, insurance and MOT certification is in place and is valid, that servicing takes place in a timely manner and that all documentation is filed accordingly.

Allotment Administration

- Liaising with allotment tenants regarding queries/issues and logging them on the allotment database.
- Keeping the allotment ledger and associated databases up-to-date and running reports, when necessary.
- Managing the allotment waiting lists, preparation of offer letters to potential plot holders, issuing of tenancy agreements and collection of annual allotment rental payments (liaising with the Finance Team for banking purposes).
- Liaising with the Facilities Manager regarding allotment inspections, undertaking site surveys when necessary and completing the associated paperwork.
- Assisting with the preparation of non-cultivation, tenancy termination and other letters, when necessary.
- Scheduling and ordering skips and notifying tenants of their planned delivery/collection dates, when required.
- Managing the allotment noticeboards on site, ensuring the information is current and up-to-date and completing signs/notices to be displayed on site, as and when necessary.
- Assisting with the organisation of the annual allotment awards.
- Assisting with the production of the allotment newsletter.

- Deputising for the Facilities Manager in respect of administrative support for allotment related meetings, including the preparation of reports and minuting of meetings, if required.

Health and Safety

- Assisting in ensuring that the Town Council's statutory obligations for the effective management of health and safety are met.
- Supporting the preparation of risk assessments which impact on the role, area of work and relevant functions of the Council.
- Taking care of personal health and safety by following guidance provided by the Facilities Manager and through training received.
- Assisting with the undertaking of statutory building/asset health and safety testing, including fire alarm and emergency lighting testing.
- Assisting with the undertaking of statutory health and safety audits and inspections to identify issues and potential risks.
- Liaising with contractors to arrange the completion of maintenance works required for health and safety compliance.
- Ensuring that all paperwork/records/certification is relevant and up-to-date.
- Assisting with ensuring the security of all Town Council buildings and assets.
- Procuring Personal Protective Equipment (PPE) for FM Team members and any other member of staff when required.
- Assisting with the management of the Health and Safety training database, ensuring staff training is undertaken in a timely manner and that all certification is up-to-date.
- Arranging training courses for staff and elected members, as necessary.

Event Administration

- Supporting Town Council event planning as required, including risk assessment preparation, ordering equipment/supplies, displaying event signage around the town and so on.
- Assisting the Community Engagement and Events Management Team with the organisation of community events, if necessary.

General Administrative Support

- Providing administrative support to the Town Clerk or other members of the senior management team as requested.
- Answering enquiries using all forms of communication including posted letter, telephone, email and via face-to-face interaction and to respond or redirect the enquiry as appropriate.
- Actioning requests for typing, printing, photocopying, scanning, binding, laminating and dissemination of information and papers as required.
- Effectively using information managements systems including general office filing, electronic file management, archiving, databases, other electronic records and hard copy paper records, regularly updating as required in accordance with the agreed standard.
- Carrying out internet research on a variety of Council related issues, as and when requested.

Equality and Diversity

- Supporting the Town Clerk in ensuring that the provisions of the Equality Act 2010 are reflected in all aspects of the Town Council's work.
- Being aware of the requirements of the Welsh Language Act and how they might relate to the job role.

Personal Development

- Developing the job role through training and development opportunities made available by the Town Council.

Other

- Covering the work of other staff and undertaking other duties from time-to-time which are commensurate with the level and grading of the post.

REVIEW DATE/RIGHT TO VARY

This Job Description is as currently applies and will be reviewed regularly. The post holder may be required to undertake other tasks (including development activities), which can be reasonably assigned to them and are deemed to be within the capability and grade of the role.

Person Specification

Facilities Officer

The following attributes represent the range of skills, abilities and experiences relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (E).

Attributes	Requirements	Essential (E)/ Desirable (D)	Method of Evaluation/Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • Good level of general education, with a minimum of 5 GCSE's (or equivalent) including English and Mathematics. • Administration/business qualifications. • Facilities Management (FM)/ Health & Safety qualifications/training (IOSH, NEBOSH, IWFM). • Construction/surveying related qualifications/training. 	<p>(E)</p> <p>(D)</p> <p>(D)</p> <p>(D)</p>	<p>Application form, interview and production of certificates.</p>
Knowledge & Experience	<ul style="list-style-type: none"> • At least 3 years' experience of working in a professional office environment. • Experience of working in an FM/architectural/building services office. • Awareness of Local Government procedures. • Experience of working in the Public / Third Sector. • Ability to take accurate minutes. 	<p>(E)</p> <p>(D)</p> <p>(D)</p> <p>(D)</p> <p>(E)</p>	<p>Application form, interview, selection process and references.</p>

<p>Skills & Personal Qualities</p>	<ul style="list-style-type: none"> • Excellent oral and written communication skills. 	<p>(E)</p>	<p>Application form, interview, selection process and references.</p>
	<ul style="list-style-type: none"> • Ability to communicate effectively with members of the public. 	<p>(E)</p>	
	<ul style="list-style-type: none"> • Ability to form constructive working relationships with colleagues and elected members. 	<p>(E)</p>	
	<ul style="list-style-type: none"> • Ability to work proactively, with a minimum of supervision. 	<p>(E)</p>	
	<ul style="list-style-type: none"> • Ability to work as part of a team. 	<p>(E)</p>	
	<ul style="list-style-type: none"> • Ability to work flexibly and complete overtime, when necessary. 	<p>(E)</p>	