

### Lancaster City Council - Job Description

<b>Job Title:</b>	Facilities Support Officer	<b>Grade:</b>	6	<b>Job Code:</b>	RPS0015, RPS0021
<b>Job Family:</b>	N/A	<b>Job Family Group:</b>	N/A	<b>Reports to:</b>	Facilities Support Supervisor

#### Job Summary

Assist with the provision of an efficient and effective facilities management function to address the day to day operational requirements of the City Council's corporate buildings.

#### Direct Responsibilities

1. Portage including movement of goods, equipment and furniture, setting up rooms for meetings and functions, the provision of litter, recycling and laundry services, etc.
2. General repairs and maintenance including reporting faults and damage, checking and setting boiler and heating controls, changing lamps, undertaking minor items of repair and any general internal and external cleaning duties.
3. Emptying of litter bins, collection of refuse and operation of refuse system.
4. Provide cover for courier duties including transfer of mail, goods and equipment between buildings using the vehicle provided and the distribution of mail to member's home addresses.
5. With appropriate training become a Personal Licence Holder for the sale/supply of alcohol (a Criminal Records Bureau check will be required for this purpose).
6. Provide a full reception service, if required, including operation of switchboards and dealing with telephone enquiries, monitoring access and egress within buildings, undertaking general clerical duties, operating the booking system for meetings, conferences, functions, etc.
7. Deliver excellent customer service to and establish good working relationship with visitors, tenants, staff, contractors and other building users at all time.
8. Maintain stocks of equipment, postal stationary and other materials including storing, recording, issuing and ordering in an efficient and accountable manner.
9. Ensure that all areas of our buildings are kept clean and well presented.
10. Security duties including key holder responsibility, opening and closing of buildings, operation and regular test of alarm systems, monitoring and directing both occupants and visitors to prevent injury, inappropriate use and damage and acting as first point of contact for the emergency services.
11. Collection and distribution of mail including the operation and routine maintenance of mailroom machinery.
12. Maintain records and complete basic administration tasks both written and computer based.

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13. Inspect buildings, undertake monitoring checks and consult building users on a regular basis reporting any concerns or complaints to the Facilities Support Supervisor and updating building information records as necessary.
14. To liaise with any contractors undertaking work at the premises
15. Direct the public including supervision of events, relaying messages and providing refreshments and catering for meetings and functions.
16. Carry out other duties and provide additional support to Property Group staff when necessary within the overall function of the post commensurate with level and grading.

### Primary Objectives

1. Day to day provision of facilities support to ensure that corporate City Council premises are safe and well maintained.
2. Facilitate all meetings and events held at these premises, including room set up, provision of beverages, delivery of catering and set up of audio/visual equipment.
3. Participate in the standby scheme for emergency call outs.
4. Maintain professional standards including high standards of behaviour, performance, quality, credibility and integrity at all times.
5. Undertake any training and development appropriate to the current and future needs of the post.
6. Comply with internal and external procedures/policies/legal requirements at all times.

### Knowledge & Educational Requirements

#### Specialised knowledge:

Minimum 4 GCSEs at Grade C including Maths and English, or equivalent qualification or proof of ability. It would be beneficial for the post holder to have experience of reception and security duties including key holder responsibility, opening and closing buildings, operation of alarm systems, undertaking monitoring and safety checks.

A full UK Driving Licence and ability to provide cover for the courier using the vehicle provided would be advantageous.

#### Functional knowledge:

Technical skills: ability to undertake minor items of repair and cleaning duties

Technical skills: ability to set up presentation equipment, sound, lighting and public address equipment.

Operation of Windows based ICT packages

Good numerical, written and verbal skills. Ability to communicate in a clear and courteous manner face to face and on the telephone.

Ability to work as part of the team and also alone with minimal supervision.

Good organisational skills. Ability to work under pressure and to meet deadlines with minimal supervision.

Manual handling skills (ability to move goods, furniture, equipment etc.)

Awareness of basic health and safety.

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### **LCC specific knowledge:**

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.  
Understanding, implementation and adherence to Our Values.  
Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

### **Other Requirements**

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

The hours of work are 30 hours per week, working five out of seven days, and the post holder will be expected to work additional hours as and when needed. All hours may be during evenings, weekends or bank holidays.

The post holder may be subject to a criminal record check through Disclosure Scotland to enable them to become a Personal Licence Holder for the sale/supply of alcohol.

### **Additional information**

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

## **Lancaster City Council - Job Description**

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.