

# Job Description and Person Specification

Role: Facilities Officer



# Job Description

<b>Job Title</b>	Facilities Officer
<b>Grade</b>	G4
<b>Service</b>	Facilities Management - Operations
<b>Reports to</b>	Facilities Manager – Housing
<b>Location</b>	Housing and Homeless Portfolio



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

Under the direction of the Facilities Manager - Housing provide an efficient service to tenants ensuring the housing and homeless housing provision is fit for purpose and carrying out routine and reactive repairs including painting and decoration of the accommodation, carpentry, grounds maintenance, cleaning, and the removal of refuse/ furniture and legionella/ H&S checks.

## Main Duties & Key Accountabilities

### Core Knowledge

- Assist with the safe operation property portfolio by carrying out various routine and reactive maintenance tasks. including out-of-hours working when required. Ensure areas are safe, secure and clean, monitor and induct external contractors to sites. These tasks include multi-skilled duties such as replacing and repairing flooring, general plumbing repairs, carpentry, decoration, installing fixtures and fittings, lock changes, PAT testing, re-sealing of sanitary areas e.g. showers and other fabric related maintenance.
- Ensure vans are well stocked with resources ensuring that COSHH data sheets and first aid equipment is on the fleet vehicles, including visual health checks on a daily basis before use.
- Driving to and from sites using fleet vehicles utilising equipment's, tools and resources on vans to complete the various assigned tasks
- Utilise the FSI CAFM system to be deployed to sites to carry out both planned and reactive repairs and cyclical works and the updating of tasks on the system reporting back to the operational management team.
- Carry out grounds maintenance including strimming, mowing and weed removal
- Carry out property compliance inspections ensuring that fire escapes, gas cupboards are locked, unused water outlets flushed, fire alarms tested and other safety related systems are all in working order.
- To be responsible for property room void turnarounds, ensuring personal belongings of previous occupants are stored as per the retention procedure, any damaged furniture is obtained from central stores and replaced, and the room is hazard free and décor is well maintained.
- Oversee and monitor specialist deep cleans by external contractors in instances where these duties cant be undertaken in house

- To accompany contractors to site during and out of working hours, e.g. meter reading, builders, machine/equipment installations, telecom engineers, heat and vent engineers, etc.
- Dealing with emergency situations with due regard to Health & Safety established working practices, e.g. floods, breakdowns, insecure doors or windows, dangerous objects/conditions, etc.
- While performing all duties, to be alert and deal with tenants, public and other staff appropriately in a courteous and sensitive way, directing them where necessary.
- To carry out specific duties in the event of fire alarms, drills or bomb threats, i.e. assist in cordoning off affected buildings and contact relevant people in the event of a fire, damage, alarm activation, etc. out of normal working hours
- Opening and closing buildings to allow tenants and staff in/out during the working week.
- To ensure that buildings are secure and liaise with onsite security where required, e.g. anti-social behaviour, broken windows, doors, etc., are closed and locked and that all equipment is left in a safe condition.
- To assist tenants and staff in relevant buildings with any property matters or refer to the Facilities Manager
- To carry communications radios and mobile always liaising with section call signs as required and ensuring compliance with lone working practices
- Maintain accurate records on IT software systems, communicating with colleagues to ensure accuracy of information is passed on.
- Changing lights, lamps and tubes in various fittings and cleaning fittings where and when required.
- Carry out medium/high level cleaning of properties as required or directed.
- Carry out water flushing ensuring compliance with L8 regulations
- Maintain external areas and services in a reasonable state of cleanliness, keeping drains/ sinks clear and unblocking small blockages where required across the portfolio. Clear snow from building approaches (stairs, paths, ramps, etc.).
- Removal of heavy rubbish to the skips or bulk bins. Flagging any hazardous waste with the Facilities Manager.
- Carry out emergency cleaning duties as required including the cleaning of WC's.

- Assisting with ensuring accommodation is tenant ready for next tenant where required.
- Undertake office / space moves and moving of equipment / furniture throughout the estate.
- Assist, from time to time, in the delivery of heavy goods including transportation and disposal of unwanted equipment.
- Transportation of hand towels and toilet rolls to toilet facilities across the portfolio
- Carry out minor repair work such as broken window cords, blinds, curtains, floor tiles, etc.
- Undertake other such duties as are within the scope of the spirit of the job purpose, the title of the post and it's grading.

## Key relationships

External	Internal
Council Tenants Contractors	Facilities Management Team

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

<p><b>Staff managed by postholder:</b></p>  <p>Not Applicable.</p>
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## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
Of how to work under some form of supervision or instruction	
Of security related functions, i.e. setting of alarms, locking of buildings, general repair and maintenance, operating key building systems	
<b>Skills and Abilities</b>	
Communicate clearly verbally to tenants, managers and other departments and users of the City Council, and in writing where required.	
Record messages accurately and relay them (verbally or in writing) where appropriate.	
Be polite, tactful and confident in dealing with a wide range of people.	
Work to agreed work lists, recognising workload implications and ensure that deadlines are met.	
Be assertive and confident when performing this job and work as part of a team	
To lift items (E.G chairs, TV, furniture, Etc) using proper equipment where necessary.	
To climb stairs/ladders, clean and sweep.	
To read written instructions and be able to follow them. (EG. Health and Safety notices, instructions from supervisors).	
To write, completing time sheets, short written reports / record system tests including use of IT systems	
To be numerate (EG. to complete time sheets, check deliveries and goods. Etc.)	
To be able to operate systems such as sprinkler systems, fire systems, refuge alarms, and interpret system data to identify faults and resolve.	
<b>Experience</b>	
Experience of dealing with a range of people face to face.	
Experience of managing large multi-tenanted properties including soft FM related service operations.	
<b>Qualifications</b>	
No formal qualifications are required as long as numeracy and literacy can be demonstrated.	
<b>Special Requirements</b>	
Full UK driving licence.	
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).	



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