

Job Description and Person Specification

Role: Facilities Officer



Job Description

Job Title	Facilities Officer
Grade	G4
Service	Facilities Management (Housing)
Reports to	Facilities Manager (Housing)
Location	City Wide



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 supervision of the Facilities Manager - Housing & Homelessness 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 Housing and Homeless portfolio by carrying out various routine and reactive maintenance tasks. including out-of-hours working when required. ensure secure areas are open and monitor and induct external contractors to sites.
- 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, lift breakdowns, insecure doors or windows, dangerous objects/conditions, etc.
- While performing all duties, to be alert and enquiring of people living/ residing in the housing provision, dealing with the 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 office support buildings to allow 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 residents and staff in relevant buildings with any property matters or refer to the Facilities Manager - Housing

- 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 electronic software systems, communicating with colleagues to ensure accuracy of information is passed on.
- Assist and escort disabled residents and other staff using specialist equipment or manual handling techniques as necessary.
- Changing lights, lamps and tubes in various fittings and cleaning fittings where and when required.
- Carry out medium/high level (height) cleaning of properties as required or directed.
- Carry out water flushing ensuring compliance with
- Maintain gardens and services in a reasonable state of cleanliness, keeping drains/ sinks clear and unblocking small blockages where required across the portfolio, lawns are mowed, striped and clean and tidy, clear snow from building approaches (stairs, paths, ramps, etc.).
- Carry out occasional cleaning outside areas, i.e. street cleaning outside of property that is the cause of residents or causing an obstruction.
- Removal of heavy rubbish to the compactors, skips or bulk bins. Flagging any hazardous waste with the Facilities Manager - Housing
- Carry out emergency cleaning duties throughout all properties as required including the cleaning of WC's.
- Assisting with ensuring accommodation is tenant ready for next resident.
- Undertake room 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, carpentry, blinds, curtains, floor tiles, etc.
- Carry out daily checks to heating systems ensuring they are operating in relevant buildings and minor remedial maintenance is undertaken.
- 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 Residents Contractors	Facilities Management Team Housing 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:

Staff managed by postholder: Not Applicable.

Person specification

Job Evaluation Code	
Knowledge	
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	
Skills and Abilities	
Communicate clearly verbally to supervisors, managers and other departments and users of City Council Services, 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	
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 including use of ICT systems	
To be numerate (EG. to complete time sheets, check deliveries and goods. Etc.)	
To be able to use telephones.	
Experience	
Experience of dealing with a range of people face to face.	
Qualifications	
No formal qualifications are required as long as numeracy and literacy can be demonstrated.	
Special Requirements	
Full UK driving licence.	

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