



Coventry City Council

Job Description

Job Title:	Site Services Officer	Job Number:	X9082L
Service:	Commercial Property Management Commercial and Sites	Post Number:	1005392
Location:	Broadgate House	Grade:	2

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.

Job Purpose:

To provide on-site services for the operation and management of commercial buildings managed by Commercial Property Management.

Main Duties and Responsibilities:

1. Provide on-site services to ensure the satisfactory operation of commercial buildings on a day-to-day basis.
2. Monitor the environment and care of these building, taking action to resolve problems on the spot or reporting issues to the Site Services Manager/ Senior Property Manager, as appropriate. Maintain all appropriate records.
3. Act as a first point of contact with tenants on day-to-day issues.
4. Ensure the basic safety and security of buildings.
5. Undertake minor items of repair, maintenance and cleaning, as necessary.
6. Provide cover for, and work as a team with other post holders.
7. Provide on-site support to Commercial Property Management, by eg. void inspections, attend viewings, liaison with on-site contractors and delivery of materials.
8. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for:

Responsible to: Site Services Manager, Senior Property Manager

Date Reviewed:

Updated: September 2021



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	Demonstrate an ability to support and adhere to the City Council's Equal Opportunities Policy.
	Ability to train in Health and Safety issues in relation to cleaning and maintenance operations and security, eg. setting intruder alarms, assessing severity of repairs, and waste disposal.
	Able to identify dangerous/ hazardous substances eg. cleaning material instructions.
	Ability to communicate with tenants, the public and contractors to respond to enquiries in a friendly manner, and deal with awkward situations as they arise, ensuring a high standard of customer care.
	Able to keep basic records accurately, eg. fire alarm records, meter readings.
	Ability to be flexible in relation to the tasks being carried out and to work at different sites within the city, eg. to attend at specific times for fire alarm tests.
	Ability to work as part of a team and also as sole site officer on site.

Skills and Abilities:	Ability to work on own initiative, without supervision being available on site to deal with security of buildings and emergency situations, eg. secure doors, contact emergency services, key holding.
	Ability to undertake minor repair and maintenance tasks, eg. cleaning drains, repairing locks.
	Ability to bend/ stretch and lift in order to carry out cleaning duties, move furniture, change lights using steps/ladders, empty waste bins.
	Ability to work outdoors in all weather conditions, eg. to open buildings.
	Ability to use a range of cleaning tools, eg. brushes, shovels.
	Ability to drive City Council vehicle in order to deliver stores and to travel to different sites for fire alarm testing etc.

Experience:	
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Educational:		
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Special Requirements:	Provide cover for other team members' absences, eg. holidays.

Date Reviewed: October 2005

Updated: 19 January 2009