



Coventry City Council

Job Description

Vacancy Reference No:

Job Title:	Central Accommodation Officer	Job Number:	
Directorate:	Project Management & Property Services.	Post Number:	
Service:	Facilities Management	Grade:	4
Location:	Various – Housing & Homelessness		

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

Under the supervision of the Assistant Facilities Manager 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.

Duties and Responsibilities

- 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 work persons to site during and out of working hours, e.g. meter reading, 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.
- Reception duties when required, whilst actioning in a reception capacity, deal with the public and residents appropriately and sensitively.
- 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 until the all clear is given.
- To 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 Assistant 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 in incident log books, 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.
- Clean boiler/plant rooms and other such utility areas.
- Carry out water flushing ensuring compliance with
- Clear snow from building approaches (stairs, paths, ramps, etc.).
- Ensure lawns are mowed, striped and clean and tidy
- Maintain yards and services in a reasonable state of cleanliness, keeping drains/ sinks clear and unblocking small blockages where required across the portfolio
- 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 Assistant Facilities Manager or Housing and Homelessness teams
- Carry out emergency cleaning duties throughout all properties as required including the cleaning of soiled 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.
- Transportation and disposal of u/s or 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.

- To be accountable and responsible for carrying out the duties and responsibilities of the post with due regard to the City Council's Equal Opportunities Policy.
- Ensure that all work is undertaken in accordance with the City Council's Health and Safety Policies.
- Ensure that any duties undertaken which include the processing of any personal data are undertaken within corporate data protection guidelines under the GDPR
- Undertake other such duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

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.

Date Reviewed: January 2021

Updated: August 2020



Coventry City Council

Person Specification

Job Title:	Housing and Homeless – Facilities Assistant	Job Number:	
Directorate:	Project Management and Property Services	Post Number:	
Service:	Facilities Management	Grade:	4
Location:	Various -Housing & Homelessness		

Area	Description
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Knowledge:	Of how to work under some form of supervision or instruction
	Of security related functions, i.e. setting of alarms, locking of buildings

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/records.
	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.
Educational:	No formal qualifications are required as long as numeracy and literacy can be demonstrated.
Special Requirements:	<i>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).</i>

Date Reviewed: January 2021

Updated: August 2020