

<b>Job Title</b>	<i>Facilities Assistant</i>
<b>Responsible to</b>	<i>Facilities Manager, Maintenance Team Leader, Regional Maintenance Team Leader</i>
<b>Key Internal Contacts</b>	<i>Other staff within the Facilities Team Staff in other departments within the Centre Service Users within the Centre Staff in other Centres in the Region Central Office Staff</i>
<b>Key External Contacts</b>	<i>Visitors to site Suppliers and Contractors External Inspectors Neighbours, Local Retailers</i>

#### **JOB PURPOSE**

- To maintain buildings, equipment and plant to the high standards set by the company and external regulators. To take responsibility for a specialist area of competence.

#### **KEY TASK AREAS & RESPONSIBILITIES**

- To take professional ownership/responsibility for own area of competence i.e. plumbing, joinery, electrical work or decorating
- To support the maintenance team in operating the day-to-day response and planned maintenance, refurbishment tasks and repairs for the Centre
- To operate a planned system of general maintenance and repairs
- To maintain the good reputation of the Centre by maintaining buildings, equipment, plants and grounds to a high professional standard, ensuring they have a neat and tidy appearance at all times
- To advise relevant staff members as required on all matters relating to plant machinery and equipment, including safety, state of repair and the purchasing of new equipment
- To liaise with external contractors on work required beyond the scope of general maintenance and to report and advise the Facilities Manager and other senior staff, as required
- To carry out weekly site walks to record and report any Health and Safety issues, maintain repairs and general improvements to site
- To support in managing the on-call process and be part of the on-call team
- To obtain maximum economy and efficiency in all works.
- To contribute to the writing of risk assessments and procedures for maintenance tasks, in accordance with Company policies
- To ensure all equipment and chemicals are used and handled correctly at all times, in accordance with manufacturer's instructions and COSHH Regulations
- To ensure that all tools are available, in good repair, and accounted for at all times
- To keep relevant records accurate and up to date
- To travel the other areas of the site or to suppliers to carry out any role responsibilities

- To lock up premises on day that the site is being used for out of hours activities as required and instructed
- To respond timely and with flexibility to urgent or last-minute staff/service requirements as a service providing function of the Centre
- To support other members of the maintenance team with work that requires extra members of staff to complete the task
- To ensure that all tools, equipment and machinery is maintained, used and stored correctly and safely
- To assist in emergency evacuations and fire drills at the Centre and to assist in weekly checks on fire alarms
- To carry out basic vehicle maintenance and repair
- To report all compliments, comments and complaints
- To report any defeats, damage, theft, breakages or hazards to relevant staff immediately
- To carry out all duties in a safe manner with regards to health, safety and welfare of self, staff, Service Users and other persons within the Centre
- To have an awareness and empathy with the Service Users for whom the service is provided and to carry out duties being mindful of their needs.

#### **General**

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

**PERSON SPECIFICATION**

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of general maintenance	✓	
Experience in a specific area of work e.g. plumbing	✓	
Experience of working to strict Health and Safety guidelines	✓	
Experience of keeping within set budget requirements		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Good working knowledge of plant and machinery	✓	
Knowledge of COSHH regulations		✓
Ability to work independently and as part of a team	✓	
Methodical approach to work	✓	
Commitment to completing day to day tasks effectively and timely	✓	
Effective communication skills, verbal and written	✓	
Basic IT skills		✓
Good organisational and time management skills	✓	
<b>Qualifications &amp; Training</b>	<b>Essential</b>	<b>Desirable</b>
Undertake relevant group induction training on commencement	✓	
Willingness to work towards other relevant qualifications as required	✓	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Commitment to the values of the organisation	✓	
Driving licence	✓	