

# Job Description



<b>Job Title:</b> Building Services Officer	<b>Service Area:</b> Property Services, Facilities Management	
<b>Directorate:</b> Resources	<b>Post Number:</b> Fusion	<b>Evaluation Number:</b> 4064
<b>Grade:</b> Scale 4	<b>Date last updated:</b> February 2024	

## **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

## **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

## **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

## **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

Provide a range of facilities management services at campus sites including building opening and locking down, undertaking minor repairs and maintenance, building inspections, management of parking spaces/areas and responding to building occupier and visitor queries.

## **Job Summary**

Work to the direction of the senior facilities officer and campus manager in delivering excellent facilities management services undertaking a range of duties to provide a welcoming and safe environment for all including internal services and visitors.

### **Key Tasks and Accountabilities:**

1. Manage face to face enquiries and offer general advice on Council services.
2. Manage internal colleague, visitor and contractor parking, control access to the parking areas and guide visitors and contractors as required for meetings.
3. Carry out minor reactive and planned building repairs. Duties include but are not limited to replacing light fittings, building fabric repairs, blocked drains / toilets, painting, ironmongery, plumbing etc.
4. To open and close corporate buildings at the start and end of the working shift/whilst buildings are operational.
5. Control access of contractors and other authorised persons as necessary.
6. Actively and regularly patrol the building campus, including all car parks and carrying out security procedures for the building and grounds. Regularly monitor the CCTV screens and report any unusual occurrences.
7. Undertake routine building inspections reporting any issues found seeking to rectify minor works as soon as is practical or reporting more complex issues to seniors.
8. As required, hang banners and flags in accordance with relevant policies.
9. Ensure adherence to Health and Safety at all times.

### **To undertake all responsibilities listed below:**

1. Transport items and materials between and around corporate buildings using lifting and other equipment provided.
2. As required, hang banners and flags in accordance with relevant policies.
3. Assist in evacuation procedures both planned and unplanned.
4. Provide immediate support as may be necessary to the public entering or departing buildings giving particular attention to the elderly, visually impaired or people with mobility difficulties (persons with sensory/physical disabilities or communication difficulties).
5. Manage disruptive or potentially aggressive situations with visitors to corporate buildings in accordance with defined procedures and training.
6. Keep corridors and escape routes clear of obstructions.
7. Monitor standard of facilities e.g. building cleaning and window cleaning in Admin Buildings, ensuring that standards are achieved. Report problems to senior facilities officer or campus manager.
8. Provide appropriate access to buildings in the event of snow or minor flooding or similar emergency situations.
9. Identify and place work request/orders via the FM Helpdesk for minor repairs, health and safety improvements, equipment requests.

10. Ensuring safe and proper disposal of trade waste and other waste from the buildings.
11. Periodically check furniture in meeting rooms, offices, break out areas and other rooms are set up and serviceable.
12. Set up meeting room layouts in accordance with instructions/requests and at times required - advise on layout when required.
13. Perform administrative tasks within the Facilities Management service.
14. Demonstrate a flexible approach in the delivery of work within the Directorate. Consequently, the post holder may be required to perform work not specifically identified in the job profiles, but which are in line with the general level of responsibilities of the post.

### **Other Duties**

- The post holder may be required to work pre-planned, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
- The post holder may be required to provide key holder cover out of hours, however this requirement is not obligatory. Attendance will only be required subsequent to the initial alarm activation response and investigation being carried out by the corporate security provider and where direction and advice is required by them or the emergency services to resolve the situation.
- To keep up to date and comply with corporate and directorate policies and procedures and to attend and contribute to one to one supervision and appraisal sessions with direct line manager.
- To undertake mandatory and other relevant training as required, including own personal development and ensure that health and safety policies and procedures are followed at all times.
- To undertake such other duties, which may be required from time to time.

# Personal Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

## EQUALITY AND DIVERSITY

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## PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b> <ul style="list-style-type: none"> <li>▪ Able to work independently and exercise discretion when required.</li> <li>▪ Sufficient knowledge of Council functions to be able to manage reception queries effectively.</li> </ul>	<p>Application Form</p> <p>Application Form</p>
<b>EDUCATION/QUALIFICATIONS</b> No formal qualifications required	N/A

<p><b>SKILLS AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>▪ Team player – willing to show personal commitment for the benefit of the team</li> <li>▪ Will take personal responsibility for achievement of tasks and fulfilling duties</li> <li>▪ Physical level of fitness sufficient to undertake the tasks set out</li> <li>▪ Exhibits a 'can do' attitude</li> <li>▪ Willingness to undertake training relevant to the role.</li> </ul>	<p>Application and Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Previous experience of working in a public facing role.</li> </ul>	<p>Application Form</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ul style="list-style-type: none"> <li>▪ Good communication skills – able to respond effectively to a variety of requests and queries and deal with potential conflict situations</li> <li>▪ Customer service skills</li> <li>▪ Use of relevant IT applications</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>▪ Values Diversity</li> <li>▪ Flexible, creative and open to change</li> <li>• Recognises the need for continuous self and team improvement and development.</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Satisfactory clearance at conditional offer stage</p>