



Job Title:	Support Officer – Facilities
Grade:	Grade 4
Section:	Assets
Reports to:	Senior Facilities Management Officer
Responsible for:	None

The Job

Is to:

- participate in the provision of the comprehensive, effective and efficient delivery of the Facilities Management service and contract administration, by providing administrative and clerical assistance to the team.
- always promote the service in a manner consistent with the Customer Charter, ensuring a high standard of Customer Care is achieved.
- ensure that all legislative paperwork, orders and invoices are dealt with in a timely manner and an appropriate electronic filing system is maintained; and
- ensure that performance is achieved, in line with agreed targets and timescales.

The Bigger Picture

You will:

- assist the Facilities Management team in co-ordinating work requests and job logging and arrange reactive and pre-planned repair and maintenance work;
- liaise with external contractors and suppliers as requested by the Senior Facilities Management Officer (SFMO) to provide planned maintenance and estimates for work;
- raise purchase orders to assist other members of the team in the execution of their duties;
- keeping records up to date and revising 'Operating and Maintenance Manuals' as required;
- act as the Facilities Management Dynamics Champion and support the team with new initiatives and training;
- be responsible for the purchasing of office equipment as required including equipment needed following occupational health unit visits in liaison with the Facilities and Health and Safety Officer;
- contribute information into Team Plans, making sure the building and accommodation elements are appropriately represented in cooperation with the SFMO;
- provide administrative support to the Commercial Team when required; and
- undertake any other duties commensurate with the overall purpose of the job and grade.

The Day to Day

You will:

- monitor the 'Facilities Inbox' daily and action requests as required;
- be the first point of contact for telephone enquiries, assisting and directing the calls as appropriate;
- raise concerns of health and safety issues to ensure safe working environments in accordance with the company's policies;
- assist in arranging contractors to undertake authorised work within the company's standing orders;
- assist in co-ordinating agreed office moves within, into and out of office accommodation;
- maintain regular and effective liaison with building users/building representatives to designated buildings by processing the appropriate weekly check lists in conformance with WDH procedures;
- support the reaccreditation and maintenance of ISO 14001 and ISO 18001;
- maintain utility consumption databases and prepare reports as instructed.
- obtain and process financial records where appropriate relating to facilities management;
- provide support in relation to initiatives to make savings and reduce waste to designated WDH buildings;
- maintain the servicing and maintenance spreadsheet, ensuring service dates are achieved on time;
- maintain door access and vehicle registration information and approvals on NET2;
- monitor and ensure that a comprehensive caretaking and cleaning service is provided in respect of designated WDH buildings;
- maintain accurate records of information in the form of 'Operating and Maintenance Manuals' to all designated buildings and ensure these are accessible; and
- be aware of appropriate legislation and statutory requirements.

Personal Contacts:

Internal: All employees and managers,

External: Senior managers and officers; statutory, non-statutory agencies including local authorities, health trusts, voluntary and private agencies, government departments or agencies, councillors, tenants and residents, tenant and resident organisations.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications & Training			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
An appropriate typing or word processing qualification.		✓	AF/CQ

Determination			
Good time management and organisational skills	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance orientated culture	✓		AF/I
Highly committed to supporting the team, to meet the agreed standards and targets of the Service	✓		AF/I

Nous			
An understanding of and the ability to use a range of ICT systems and software packages	✓		AF/I
Clear verbal and written skills	✓		AF/I
Able to co-ordinate, interpret and present information in a logical format	✓		AF/I
An understanding of and the ability to apply the appropriate legislation (including Health and Safety), policies and procedures for the delivery of the services within facilities	✓		AF/I
Experience in an appropriate Facilities Management role inclusive of building services		✓	AF/I
Knowledge and understanding of the WDH Vision and the Customer Charter		✓	AF/I
Able to demonstrate an understanding of equal opportunities in service delivery		✓	AF/I
Decisive analytical and interpretation skills		✓	AF/I

Attitude			
Evidence of effective communications with stakeholders and managers	✓		AF/I
Evidence of a customer focused approach to service users	✓		AF/I
Have a flexible approach and to work as part of a multi-disciplinary team	✓		AF/I
Able to provide excellent customer service at the first point of contact through a flexible and caring approach	✓		AF/I

Additional Requirements of the Job			
Willing to work outside normal office hours as and when required.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification