



**Manchester City Council
Role Profile**

**Facilities Assistant Level 1, Grade 1
Facilities Management
Corporate Services
Reports to: Facilities Assistant Level 3**

Job Family: Facilities

Key Role Descriptors

The role holder will work as part of a team to provide a flexible, seamless, customer focused service, undertaking a variety of tasks to ensure the responsive and timely delivery of a service.

Key Accountabilities

Deliver a high personal standard, ensuring the environment is hygienic, clean, safe and accessible for all customers.

Safely store all equipment and materials and liaise with managers when additional resources or materials are required, reporting any damages or repairs, and observing all procedures in respect of building security, energy conservation and confidentiality of information.

Act as a point of contact for customers providing a courteous service to resolve all enquiries, seeking support from senior officers where required.

Undertake all duties with due care and consideration for customers and staff in line with health and safety requirements, raising any issues or concerns with managers, as appropriate.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communication.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Corporate Facilities Management delivers a range of services across the Council's Operational Estate to provide an environment that is safe, fit for purpose and supports the organisations strategies for the current and future development of the property portfolio.

The overall priorities of the service are to:

- Deliver a City-Wide Single Facilities Management (FM) Delivery Model to defined standards
- Identify and realise service efficiencies
- Provide consistent service quality across the corporate estate
- Reflect the external market and best practice commercial solutions where appropriate
- Provide, maintain and manage an effective Corporate FM Help Desk
- Maintain corporate governance for all resources allocated for the provision of a total FM solution

Corporate Facilities Management is responsible for:

- Building Support - Reactive maintenance and repairs, Asbestos and Legionella Management, Health and Safety, Portering and furniture removals, Planned preventative maintenance including Statutory Compliance
- Housekeeping - Internal cleaning, provision of cleaning consumables, Waste and Recycling, Window Cleaning and Pest Control
- Security - provision of security services including static guarding, keyholding, incident response and the delivery of a corporate ID solution
- Archives and Storage – provision of secure document storage and retrieval
- Events and Catering – delivery of a range of catering and events services across the Town Hall Complex
- Customer Support – Delivery and management of a Corporate FM Helpdesk function, provision of customer reception services across the Town Hall Complex

Facilities Assistant Level 1 – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Competencies

- **Communication:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.
- **Planning and Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries.
- **Creative:** Ability to find solutions to situations that are presented of a routine nature.

Technical Requirements (Role Specific)

- Willingness to adopt a flexible approach to working different hours, including outside normal office hours, evenings and weekends.
- Where required due to work location, the role holder must be willing to apply for an enhanced DBS (Disclosure and Barring Service) check