

**Manchester City Council
Role Profile**

**Facilities Officer, Grade 5
Facilities Management Service, Corporate Directorate
Reports to: Principal Facilities Officer
Job Family: Facilities**

Key Role Descriptors

The role holder will contribute to the provision of a high quality and responsive facilities management service, ensuring high standards of service delivery, and the maintenance and cleanliness of the working environment.

The role holder will effectively support the delivery of service objectives through the organisation of work and provision of technical advice, identifying opportunities for continual improvement.

Key Accountabilities

Undertake the operational supervision of facilities management functions on a responsive basis ensuring the effective use of equipment and space.

Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, in both written and verbal from a wide range of internal and external customers.

Apply initiative and knowledge of established procedures to resolve queries at the first point of contact and escalate when appropriate within agreed timescales and procedure.

Update and extract information from management information systems accurately and competently as required.

Work collaboratively with colleagues to carry out safety inspections and maintain the internal and external appearance of the buildings and immediate surroundings, reporting defects to ensure safe working environments and safe working practices.

Manage and requisition orders for maintenance and repair works in line with procedures, budgets and timescales.

Safeguard the environment and resources against theft, vandalism or damage by means of appropriate security systems, taking appropriate action to intervene and deal with unacceptable or anti-social behaviour.

Roles at this level may be required to undertake management of resources. Staff management may be through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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 communications.

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

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Communication:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day to day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.
- **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole to ensure that the team is equipped to achieve objectives set according to the overall business need.
- **Financial Management:** Numeracy and accuracy skills to handle numbers, confidently collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.
- **ICT Skills:** Ability to set up and maintain effective systems to manage and retrieve information. Ability to use multiple applications, systems and associated software packages.

Technical Requirements (Role Specific)

- Ability to use mechanical equipment and physically able to lift and carry equipment and materials.
- 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