Recruitment Pack



EAST RENFREWSHIRE COUNCIL

SENIOR FACILITY OFFICER

ERN06531

EXTERNAL

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This Recruitment Pack should contain all the information you require to complete your application.

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ADVERTISEMENT

DEPARTMENT:	Environment
JOB TITLE:	Senior Facility Officer
JOB STATUS:	Full Time
DURATION:	Permanent
NUMBER OF VACANCIES:	1
GRADE:	6
HOURLY RATE:	£16.92 - £17.54
ANNUAL SALARY:	£30,877 - £32,008
HOURS PER WEEK:	35
LOCATION:	Eastwood HQ, Giffnock, Barrhead Council Offices and Greenlaw Works

Previous applicants need not apply.

We have an exciting permanent opportunity for an experienced individual to join our busy Facilities Team which delivers first class customer care ensuring our buildings are clean, safe and secure for customers, visitors and colleagues. This post reports directly to the Provost Aide/Supervisor and has responsibility for assisting and managing the work rotas for the team. As part of the role, the postholder will be expected to support and deputise for the Provost Aide Supervisor where required including undertaking driving duties for the Provost.

You will be joining a small team and we not only require someone who has the relevant work experience and skills but someone who is friendly, supportive and can integrate well into the team and has a positive and proactive 'can do' attitude.

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Ideally the successful post holder will also have relevant training for such a role, is IT literate and has a valid clean driving license.

For details of our employment policies and terms and conditions, please visit our Council Careers page https://eastrenfrewshire.gov.uk/careers

East Renfrewshire Council has launched a new 15-year Community Planning Partnership vision called 'A Place to Grow'. Please follow this link https://eastrenfrewshire.gov.uk/placetogrow to watch a video and read our full plan which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow.

Please note – all applicants will be asked to provide proof of their right to work in the UK, and any offer of employment will be conditional upon verifying documentary evidence before employment commences. Further information can be found here: https://www.gov.uk/prove-right-to-work

Please note – East Renfrewshire Council does not provide Visa sponsorship.

References – during your application form completion you must provide details of a minimum of 2 referees, 1 of which should be your most recent or current employer. It is also a requirement that the referees are your previous/current managers and are not the details of work colleagues operating at the same level as you or personal referees. Please note only work email addresses for referees will be accepted. Please contact hrdirect@eastrenfrewshire.gov.uk with any questions.

Employability Support – Work East Ren – For further support on completing job applications, East Renfrewshire residents can access free support from our employability team Work East Ren. They can also provide general support with other employability matters. Please contact Work East Ren on 0141 577 8438, email worker@eastrenfrewshire.gov.uk or visit the website https://www.workeastren.co.uk/

Pension Scheme

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by your annual full time equivalent pensionable pay. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website Local Government Pension Scheme (LGPS) Guidance

Recruitment Dates

Closing date for applications: midnight on Sunday 22 November 2026

Shortleet date: 26 November 2026

Interview date: 10 December 2026

If you would like an informal discussion about the post, please contact Jim Murray, Strategy Manager, at jim.murray@eastrenfrewshire.gov.uk (No agencies please).

Recruitment Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

Payslips

The council provides electronic payslips online through our employee self-service portal. Successful applicants will be provided with a login to the self-service portal to access their payslip.

Guaranteed Interview Scheme

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.

Care Experienced Children and Young People – Looked After Children

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and they have either been in the care of their local authority i.e. been in foster care or in residential care etc. and they are under the age of 29 years old they will be given the opportunity to demonstrate their abilities at interview.

Veterans

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and can demonstrate in their work history they are a Veteran of the armed forces who has left or is leaving service then applicants will be given the opportunity to demonstrate their abilities at interview.

Trainee Roles or Modern Apprentices

For modern apprentices or traineeship roles where the applicant is an East Renfrewshire Council resident or school leaver, they will be guaranteed interview if the applicant clearly shows in their application that they meet the essential criteria for the job.

Equalities

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

Application Guidance

For help on completing East Renfrewshire Council's Local Government application form, we have provided guidance on our Careers webpage under the Applying to Work for Us section which can be found here
- https://www.eastrenfrewshire.gov.uk/careers

Please fill out the application using your own words, based on your own experiences. We ask that candidates do not use AI tools to complete recruitment application forms. We value authenticity and are genuinely interested in reading candidates personally written applications. If it looks like your application was created using AI, we may not be able to consider it unless you've told us in advance and we've agreed this as part of a reasonable adjustment.

Privacy Notice

If you would like more information about how we handle your data please read our Privacy Notice which can be found here:
https://www.eastrenfrewshire.gov.uk/hr-privacy-notice

JOB DESCRIPTION

Department:	Environment
Division/Section:	Property Services
Job Title:	Senior Facilities Officer
Responsible to:	Provost Aide/Supervisor
Grade:	6
Purpose of the Role:	To support the Provost Aide/Supervisor and provide comprehensive customer care and facilities management services for Eastwood HQ, Barrhead Council Offices and Greenlaw Works, together with associated external spaces. To assist with the supervision, monitoring and effective scheduling of Facilities Officer rotas and functions, liaising with the Provost Aide/Supervisor on operational matters and providing day-to-day guidance and support to Facilities Officers and trainee Facilities Officers. Liaise with the Building Responsible Person at Eastwood HQ and Barrhead Council Offices in relation to reporting and acting on issues affecting the safety, security and effective operation of the buildings and their users.

Responsibilities

Customer and Facilities Service Delivery

- Ensure visitors, customers, colleagues, elected members, contractors and service users are welcomed to facilities that are safe, clean, prepared and accessible.
- Prepare facilities to meet customer and booking requirements, including the setup of furniture, IT and audio-visual equipment.
- Demonstrate first class customer care by advising customers of safety and welfare arrangements, responding to requests and resolving concerns or conflict during bookings.
- Provide operational cover and support across Eastwood HQ, Barrhead Council Offices and Greenlaw Works to maintain a consistent facilities service.

Team Supervision, Rotas and Staff Support

- Assist the Provost Aide/Supervisor with supervision, monitoring and scheduling of Facilities Officers across Council buildings.
- Provide assistance, guidance and mentoring to Facilities Officers and trainee Facilities Officers, reporting training requirements to the Provost Aide/Supervisor.
- Provide ongoing staff support and take the lead on identified training, including external mail business account processes, audit requirements and verification of staff outputs.

- Assist with arranging cost-effective cover for absence and annual leave, ensuring facilities are opened and closed at agreed times while minimising overtime.
- Prepare rotas, support work scheduling and monitoring, and provide out-of-hours cover for meetings where required.
- Report and assist staff to resolve operational or ICT issues, escalating matters where appropriate.

Building Operations, Inspections and Operational Reporting

- Maintain records and inventories of Council property and equipment and ensure appropriate stock levels of consumables, including cleaning materials.
- Carry out building checks at the start and/or end of each day, regular patrols and inspections, including related car parks and disabled parking areas where appropriate.
- Address minor operational matters such as spillages, replacement of consumables and light bulbs, and handy-person activities within the scope of the role.
- Operate, monitor and record relevant information relating to plant rooms, lighting systems, alarm systems, door codes and facility diaries.
- Report and liaise on maintenance issues with Property and Technical Services.
- Complete daily recording sheets, weekly operational reports, accident and incident reporting, repair records, fire manual updates and operational information as required.

Health, Safety, Fire Safety and Emergency Response

- Ensure compliance with relevant health and safety legislation and safe systems of work, including IOSH, manual handling, risk assessment and fire risk assessment requirements relevant to the role.
- Assist with the identification and completion of General Emergency Evacuation Plans and Personal Emergency Evacuation Plans.
- Operate fire alarm systems, check status, test systems and report faults.
- Carry out the role of Fire Warden/Controller of premises, support safe evacuation arrangements, initiate and coordinate fire drills and undertake building checks prior to customer access.
- Ensure the completion of accident and incident investigations and reports, including RIDDOR reporting where required.

Security, Access and Business Continuity

- Ensure the security of facilities, equipment and assets through effective key systems, controlled door entry arrangements and facility opening and closing procedures.
- Operate intruder alarm systems, check status, report faults and monitor CCTV where installed.
- Make arrangements to receive and return keys in relation to staff scheduling and building access requirements.
- Ensure the storage, safe keeping and charging of the Council's electric vehicles within car park environments at Eastwood HQ and Barrhead, Greenlaw Council Offices.
- Clear snow and grit pathways as appropriate to support safe access and egress to facilities, including vehicular access during snow or frost conditions.

Mailroom, Resources and Service Coordination

- Organise cost-effective and efficient internal and external mail collections and outgoing mail.

- Audit mail received from Council buildings, including Eastwood HQ, Greenlaw Works and secondary schools, and prepare mail for sending through the external mail online business account and collection by external mail collection.
- Carry out daily uplifts of internal mail, attend liaison meetings and represent the service with internal colleagues and external mail collection providers as required.
- Highlight mail system training requirements and monitor and support office-based and school office staff regarding postal methods and issues.
- Liaise with cleaners and monitor the cleaning contract to ensure standards are achieved at all Council locations.
- Control and prevent litter throughout facilities and environs, including minor grounds maintenance and minor graffiti removal.
- Assist and liaise with Business Support to calculate recharge processes for external mail, staff overtime and opening buildings outwith normal working hours as appropriate.
- Take ID photographs and process and issue temporary passes where required.

Provost and General Operational Support

- Provide cover when required with regards to duties to support the Provost, including driving the Council vehicle for the Provost or other elected members where required.
- Assist with transporting staff, equipment and supplies as directed by the Provost Aide/Supervisor.
- Assist with decanting facility or office furniture in line with agreed protocols and in conjunction with Property and Technical Services.
- Undertake other duties commensurate with the grade and purpose of the post as required by the Provost Aide/Supervisor.

Additional Requirements

- Ability to work at various locations in East Renfrewshire Council, including Greenlaw, Eastwood and Barrhead Campus areas.
- Will be required to work evenings, weekends and public holidays.
- Must hold a valid driving licence.
- Undertake key holder, emergency standby and emergency response responsibilities where required.

This job description is a broad outline of the duties of the post and may be revised from time to time in line with the job grade.

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PERSON SPECIFICATION

POST OF:	**Senior Facilities Officer**	**DEPARTMENT:**	**Environment**
GRADE:	**6**	**SERVICE:**	**Property and Technical Services**

ATTRIBUTES	ESSENTIAL	DESIRABLE
Professional/ Educational Qualifications or Equivalent Work Experience	BICS or relevant cleaning training qualification, or evidence of equivalent relevant training/experience.	Relevant facilities, caretaking, building operations, health and safety or customer service training.
Relevant Work/Other Experience/Skills	Relevant experience of supervising staff Relevant experience of managing staff rotas to meet service expectations Relevant experience of cleaning, caretaking or facilities management services. Experience of working with the public. Knowledge of health and safety regulations, including fire safety. Able to operate cleaning equipment.	Experience of external mail business account processes, mailroom coordination, building inspections, contract monitoring or civic/Council building operations. Able to set up IT and audio-visual equipment.
Personal Qualities/ Behaviours	Able to demonstrate first class customer care skills. Good communication skills. Ability to work on own initiative and as part of a team. Must have a positive “can do” approach.	Confidence in resolving customer concerns or conflict in a calm and professional manner.

	Able to provide practical support, guidance and mentoring to colleagues.	
Additional Job Requirements	Must have a valid driving licence. Deputise for the Provost Aide/Supervisor where required. Will be required to work at Greenlaw, Eastwood and Barrhead Campus areas. Will be required to work evenings, weekends and public holidays.	Flexibility to support out-of-hours opening, civic requirements, emergency response and operational cover across Council facilities.