



JOB OUTLINE

Post: *Facilities General Assistant*

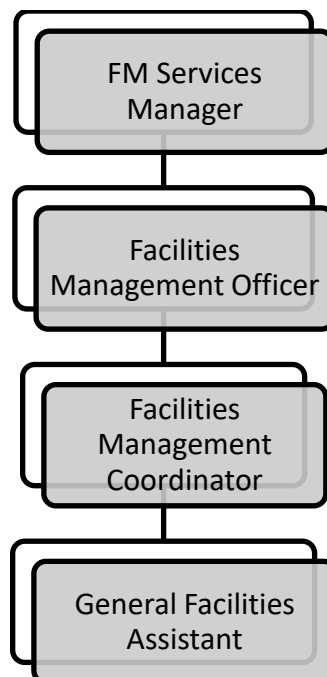
Service: *Communities & Economy – Facilities & Property Management*

Section: *Assets & Facilities Management – Facilities*

Grade: *GB*

Job Purpose: *Assist with the provision of an efficient and effective integrated facilities management service within a Council/ Partner premise as well as the provision of a reactive service covering Janitorial, Cleaning and Crossing patrols across a service area, ensuring delivery and integration of the Council's key objectives; specifically in relation to the Community Plan, Shared commitments, Single Outcome Agreement and Best Value.*

A. SECTION STRUCTURE CHART



B. KEY DUTIES & RESPONSIBILITIES

- 1. Assist the FM Co-ordinators / FM Officers by carrying out a range of general duties / tasks across premises in East Ayrshire in relation to Janitorial, Cleaning and Crossing Patrol services.*
- 2. Act as Key Holder to open and close the nominated premise ensuring all persons have vacated the buildings, areas are secure and alarm systems activated prior to exiting the premises.*
- 3. Overseeing security of premise including checking CCTV systems are operational and being aware of the emergency response arrangements.*
- 4. Ensuring all activities are carried out in accordance with recognised procedures and documented safe systems of work (e.g. COSHH) including the requirements of Health and Safety legislation and statutory regulations.*
- 5. Drive and operate a range of vehicles ensuring that the vehicle being driven is in a safe and roadworthy condition including fuelling, Loading and unloading the vehicle. Driving safely at all times paying particular attention to schoolchildren when in playgrounds, or in the vicinity of schools.*
- 6. Undertake vehicle checks on a day to day basis and report on defects or suspected vehicle faults as required and ensuring relevant paperwork is completed.*
- 7. Undertake a range of scheduled tasks including appropriate operational support to the Janitorial, cleaning and crossing patrol Service, with a particular focus on providing a reactive response and to the day today running of these services.*
- 8. The post requires flexibility in working times to suit the needs of the service and dependant on which role is being undertaken.*
- 9. Undertake designated project work as directed by the Facilities Co-ordinator/Facilities Officer, as required.*
- 10. Planning, allocating and monitoring workload of trainees, work placements and modern apprentices as appropriate.*
- 11. Carry out regular statutory checks where required in designated council premises taking appropriate actions to ensure areas are clean and safe, remedial actions are undertaken and report any issues to the Facilities Co-ordinator, F&PM Helpdesk or the Risk Management Centre in accordance with established procedures, agreed guidelines, risk assessments and regulations.*
- 12. Undertake and contribute to maintaining standards of cleanliness to meet the needs of the service.*

13. *Maintain effective communications with the FM Officers / Facilities Co-ordinators in matters related to the delivery of service and escalation of Health and safety issues.*
14. *Highlight any low levels of stock of washroom and cleaning supplies, ensuring all items are timeously requisitioned and stored securely.*
15. *Maintain management information systems including electronic databases and spread sheets in accordance with the General Data Protection Regulation.*

C. GENERAL RESPONSIBILITIES

16. *Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Council's policies and procedures.*
17. *Promote the health and safety of employees at work and of service users through the implementation of the Partnership's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.*
18. *Ensure all activities for which the post holder is responsible are delivered in accordance with Council's Equality and Diversity Policies and the statutory and general specific Equality Duties.*
19. *Ensure that the Council's Customer Service Commitment is followed in all dealings with the people we serve.*
20. *Utilise and maintain effective information and administrative systems*
21. *Adhere to the Council's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.*
22. *Ensure that the councils FACE qualities and behaviours are adopted and promoted.*
23. *Participate in the East Ayrshire FACE Time process annually in accordance with the Council's procedures.*

PERSON SPECIFICATION

Designation: Facilities General Assistant	Post No:
Service: Facilities & Property Management	Section: Assets & Facilities Management – Facilities

Attributes	Essential Criteria	Desirable
Qualifications		• Full Current Driving Licence
Knowledge & Skills	• Proven communication skills both oral and written • Awareness of Health & Safety • Cleaning experience. • Working knowledge of security and building systems	• Knowledge of COSHH legislation • Working knowledge of security and building systems
Experience	• Worked in an Educational, Multifunctional Facility or Facilities Management Environment. • Experience of dealing with the public in a customer focused environment.	• Working experience of ICT packages including Microsoft Office (Word, Excel and Outlook)

Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours

Quality	Behaviour
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.