

JOB DETAILS FORM

JOB OUTLINE	
JOB TITLE: Assistant Area Officer	JET CODE: 7393
SERVICE: Facilities Management	
DIVISION: Infrastructure	
REPORTING TO: Area Officer	
JOB PURPOSE: <p>To Assist Area Officers in the management of front-line staff within a geographical Area. covering a wide range of services including cleaning, catering, janitorial and caretaking carry out Food Safety Audits, cleaning and janitorial Health & Safety Audits including checking compliance with organisational and legislative requirements, responding to changes in the delivery of the service needs and recommending ways to increase efficiency including monitoring performance and developing procedures and working practices.</p>	
MAIN DUTIES: <ul style="list-style-type: none"> • To receive and process information. • Prioritise work tasks and supervise staff. • Provide general admin support including minutes and record information accurately. • Produce documents using Microsoft Office Packages i.e. Word, Excel. • To oversee the deployment of staff to meet stakeholder needs as directed by FMS Area Officer (this may include evenings and weekends) in line with establishment budget. • Contribute to the delivery of services ensuring a high standard of customer service, to FMS internal & external stakeholders this includes responding to feedback. • Respond to stakeholder needs as directed by FMS Area Officer ensuring managing their expectations. • Working with officers to ensure full compliance of Food Safety (H.A.C.C.P) and Health & Safety Legislation. • Ensure weekly & monthly reports and records are returned accurately, this includes financial reporting from catering teams. • Carry out audits in line with FMS service needs and support the teams with any actions to ensure ELC can demonstrate compliance supported by Area Officer. • Coach and mentor new employees as part of their induction. • Plan and oversee cleaning training to meet service needs. • Support Area Officers with recruitment, development in line with HR policies including performance and absence monitoring. • Contribute to the development of FMS services to meet business plan, goals and objectives. • Communicate with suppliers dealing with supplies, services, complaints and feedback in the absence of the Area Officer. • Support FMS teams in the absence of an Area Officer and escalate issues as required. 	

- Actively participate in and support meetings and working groups to support Facilities Management.
- Participate in out of hours stand by rota (training will be provided).
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to HNC or SVQ Level 3 or equivalent **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. They must also hold the REHIS Intermediate Food Hygiene Certificate. * **willing to work towards and achieve within six months of start date**

Disclosure Scotland:

- This role requires **PVG clearance** for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

Scottish Social Services Council:

- N/A

TEAM RESPONSIBILITIES:

SUPPORT WITH THE SUPERVISION OF FRONT-LINE FACILITIES MANAGEMENT EMPLOYEES.

ORGANISATIONAL STRUCTURE:

Facilities Management Services

Service Manager

Senior Officer

Area Officer x 4

Assistant Area Officer x 4 (to be confirmed pending funding)

1140 hour administrator x 1 temporary, VS seeking permanent post

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<ul style="list-style-type: none"> Educated to HNC or SVQ Level 3 or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. REHIS Intermediate Food Hygiene Certificate (<i>* willing to work towards and achieve within six months of start date</i>) As you are required to travel to manage a workload, you must hold a current driving licence and/or have access to a vehicle. This role requires PVG clearance for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be required prior to commencement. 	<ul style="list-style-type: none"> IOSH Managing Safely certificate HND in relevant/related subject e.g. Hospitality BICS Operator's Proficiency Certificate 1-2
Previous Experience (Paid & Voluntary Work)	<ul style="list-style-type: none"> Current experience of supervising staff in a fast-paced environment over multiple site locations within relevant legislation and policies" Experience of understanding budgets, establishment allocation and meeting financial targets 	<ul style="list-style-type: none"> Experience in a catering environment Contribute to menu development
Knowledge/ Skills /Competencies	<ul style="list-style-type: none"> Effective verbal and written communication skills A skilled user of Microsoft Office packages 	<ul style="list-style-type: none"> Effective / engaging presentation Skills

	<ul style="list-style-type: none"> • Strong customer focus • Effective organisation and time management skills • An awareness of Equalities and diversity • Knowledge of Health and Safety Legislation • Ability to multi-task. • Ability to investigate and resolve problems. • Ability to use own initiative. • Ability to work flexibly as part of a team. • Ability to engage and motivate individuals to achieve and improve service standards • Ability to develop effective relationships with stakeholders. • Ability to manage change and continuous service improvement, working in partnership to achieve results. • Ability to deal sensitively with individual stakeholders, including the need to maintain confidentiality relating to sensitive or personal matters. • Research and evaluation skills. • Ability to analyse and interpret data. • Ability to develop and manage a range of complex and competing projects. • Ability to be creative when problem solving. 	<ul style="list-style-type: none"> • Knowledge of catering practices • Knowledge of sustainable procurement
Personal Qualities	<ul style="list-style-type: none"> • Creative, reliable, motivated, committed, 	

	<p>versatile, responsible, shows initiative</p> <ul style="list-style-type: none"> • Proficient numeracy and literacy skills • Ability to investigate and resolve problems. • Ability to maintain confidentiality relating sensitive or personal matters. • Ability to work to a high degree of accuracy, paying close attention to detail. • Ability to analyse and interpret data. • Ability to prioritise a varied and complex workload. • Ability to use own initiative. • Ability to work under pressure and meet deadlines • Ability to work flexibly as part of a team. • Ability to develop effective relationships with stakeholders. • Ability to deal sensitively with individual clients, including the need to maintain confidentiality. 	
Council Behaviours	<ul style="list-style-type: none"> • We are Person Centred • We Initiate and Embrace Change • We Strive to be the Best we can be • We make things Happen • We work Together 	

