



OFFICE FACILITIES BUILDING ASSISTANT

Job Description and Person
Specification

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

OFFICE FACILITIES - BUILDING ASSISTANT– JOB DESCRIPTION

This is a broad outline of what is expected of the postholder.

RESPONSIBLE TO: **Facilities Manager**

KEY OBJECTIVES:

- To provide a comprehensive support service to ensure the continued operation and maintenance of the Old Park Offices, hybrid working hubs and other commercial premises.
- Assisting in all areas of Health & Safety and compliance requirements in accordance with the guidance procedure, and to contribute to the continuous improvement of services provided to the site.

KEY RESPONSIBILITIES:

- Regular health and safety and compliance checks / inspection - Emergency lighting tests, Fire equipment inspections, fire door checks, fire alarm testing, water hygiene risk assessment checks, security arrangements and other checks associated with building services ensuring the accurate records are kept.
- Minor plumbing repairs – e.g. taps, other outlets, installation of appliances, disconnection of appliances, toilet seats, rodding drains and blockages.
- Minor Carpentry repairs – e.g. lock changes, rehang doors, fix and refix units, cabinets, architrave and skirtings.
- Minor Finishes works / repairs – e.g. plaster patching, decoration, wall and floor tiling.
- Repairs and maintenance activities to the building and its services, that would be expected from a reasonably skilled and experience handyman / caretaker, where additional instruction, training and supervision is provided.
- Plant room / boiler room checks and inspections on heating, hot and cold-water supply and distribution equipment, carry out routine works to ensure continued operation of equipment or raise jobs for specialist contractors if required
- Refuse management of the building - rotation of communal bins, collection of waste and recycling around the building), communicating and working with waste management company
- Lamp replacement – throughout buildings.
- Decoration – Office areas and working hubs

- General housekeeping and cleaning - Specific items within communal areas, carpets, parts of building services, refuse, car park and pathways and grounds, litter picking.
- Snow / Frost Management – Gritting, Clearing etc.
- Moving of furniture and equipment around the building or between buildings.
- Processing/scanning and distributing electronically incoming post
- Fire Marshall fire management duties.
- Liaising with maintenance contractors and trade operatives – a point of contact for outside work, provide knowledge of the building and its service and operation, manage access, notification to occupants etc.
- Conduct building induction and orientation - Contractors.
- Administration associated with job role - Completing inspection reports, Job logging and monitoring, written / verbal communication with other areas of the business, attend and contribute to meetings with internal staff and external agents.
- To monitor stock levels of consumable items such as fuel, grit, toiletries, light, bulbs and arrange to replenish supplies in accordance with current procedures.
- To develop a positive relationship with staff/ occupants and visitors to the Buildings and provide a high level of customer service to internal customers
- Facilitate and conduct office fit-outs, relocations, including preparation, coordinate of services/ works, organisation deliveries, communication with staff. Carry out room setups for events, meetings etc. including returning to reset layout.
- Provision of cover for other HQ based services as required which may include (but not limited to) cleaning, concierge.
- CCTV monitoring
- Administration of the door entry systems and staff ID passes
- Manage contractors on site, provide site induction, monitor H&S in accordance with risk assessments and method statements for works being undertaken
- Administration of the PAT testing program in conjunction with PAT contractor for HQ Building, Shire Living Schemes, Retirement Living Schemes and individual employees

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OFFICE FACILITIES - BUILDING ASSISTANT – PERSON SPECIFICATION

QUALIFICATIONS:

- 3 GCSEs (Grade A-C) or equivalent including English Language and Mathematics – Desirable
- Full clean driving licence and access to a vehicle for work purposes at all times – Essential car user
- Health & Safety/Facilities Management qualification - Desirable

KNOWLEDGE SKILLS AND EXPERIENCE:

- 2 years' experience in a building management function
- 1 years' experience in a supervisory capacity
- Experience of managing, monitoring and reviewing external contracts

COMPETENCIES:

- Experience of working in a similar environment.
- Basic IT skills including knowledge of Microsoft Outlook and Excel – Essential
- Health & safety awareness.
- Ability to work under pressure and meet deadlines.
- Ability to work without direct supervision.
- Be able to prioritise work load.
- Maintain skills through appropriate training and development activities.
- Basic trade/DIY skills (carpentry, plumbing, electrician, building/painting and decorating etc.)
- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual values of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work. Uses initiative and consults with manager where required.
- Plans individual work tasks to meet deadlines. Keeps managers and other involved parties informed of progress.

- Articulates opinions and information confidently and clearly. Actively listens to the communication of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Demonstrates judgement and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information.
- Flexibility of approach and a willingness to work outside of normal working hours in an emergency, to cover annual leave or for tasks which cannot be complete during core working hours ensuring the continued provision of services that support the needs of the business.

Other

- Current driving licence
- Flexibility in approach to hours worked and working in an agile way
- Thrives in a dynamic and changing environment