

JOB PROFILE: FACILITIES OFFICER

Role:	Facilities Officer	Date profile last reviewed:	October 2024
Name:		Reports to:	Facilities Manager

The Facilities Officer will support the Facilities Manager in overseeing the efficient operation and maintenance of the Fund's facilities, covering for them in their absence. They will assist in managing building systems, coordinating maintenance activities, and ensuring compliance with safety and environmental regulations. The ideal candidate will have excellent organizational and communication skills, as well as a strong understanding of facility management principles.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Conduct health and safety checks to ensure compliance with regulations.
- Manage post room duties, handling incoming and outgoing mail.
- Prepare meeting rooms, including arranging refreshments.
- Maintain records of hazards, faults, and repairs, taking appropriate action and reporting to the Facilities Manager.
- Oversee daily cleaning activities to maintain a clean and safe environment.
- Assist in building security management, including operating access control systems.
- Support Facilities Manager in monitoring meter readings and identifying waste reduction opportunities.
- Maintain records of maintenance contracts with external contractors.
- Collaborate with relevant councils on building-related issues.
- Provide support for internal and external event setup and security, occasionally working outside regular hours.
- Provide cover for Facilities Manager and Reception as needed.
- Assist in coordinating and overseeing facility maintenance, repairs, and renovations.
- Help to monitor and maintain building systems, including HVAC, electrical, plumbing, and security.
- Conduct regular inspections to identify maintenance needs and safety hazards.
- Assist in developing and implementing facility policies and procedures.
- Coordinate with vendors and contractors for maintenance and repair work.
- Respond to facility-related emergencies and incidents in a timely manner.
- Assist in managing budgets and expenditures for facility operations.
- Provide support for space planning and office relocations.

COMPETENCIES REQUIRED FOR THE ROLE	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Applying expertise and technology • Analysing • Coping with pressure and setbacks • Working with people • Following instructions and procedures • Delivering results and meeting customer expectations 	<ul style="list-style-type: none"> • Writing and reporting • Relating and networking • Achieving personal work goals and objectives • Deciding and Initiating Action • Planning and organising • Learning and researching
QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> • Professional experience • IOSH qualification or equivalent 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> • IWFM qualifications • NEBOSH Qualifications • First Aid certificate • Fire Marshal certificate • DSE assessor
Knowledge/ Experience:	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> • Experience in a customer care environment, demonstrating effective public interaction skills. • Knowledge of building systems and maintenance procedures • Familiarity with health, safety, and environmental regulations • Proficiency in MS Office • Experience in managing contractors and projects. 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> • Knowledge of waste disposal /Recycling protocols • Proficiency facility management software.
Skills/Abilities	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> • Effective time management and communication skills. • Excellent customer service skills. • Proficient diagnostic and problem- solving abilities. • Ability to interpret technical drawings and manuals. 	<p style="text-align: center;"><u>Desirable</u></p>
Other Requirements:	
<ul style="list-style-type: none"> • Carry out any other duties within the scope of the job as requested by the Facilities Manager 	

Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: