



JOB DESCRIPTION & PERSON SPECIFICATION

Issue Date: September 2022

DETAILS OF POST

Job Title:	Facilities Support Officer
Department:	Facilities & Neighbourhoods Services
Salary:	£21,269 - £22,571 per annum (This salary is subject to any national pay increase – which is currently being negotiated for 2022-23)
Hours of work:	37 hours per week (09:00 – 17:00, Monday – Friday) <i>Or occasionally 07:30-15:30, when covering for the Facilities Manager</i>
Scale Point / NJC Scale:	9 - 12
Status:	12-month Fixed Term with the potential to be made permanent
Start Date:	to be confirmed
Responsible to:	Facilities Manager
Based:	Trowbridge Town Council, The Civic Centre

Contacts: The post holder should expect to have contact with:

- Town Council Councillors and employees
- Members of the public
- Education officers and school staff
- Community organisations and their representatives
- Suppliers
- Other Council service users

The main purpose of the role is to:

Work within the Facilities & Neighbourhoods Services team based within town council offices. The Facilities Coordinator will undertake a technical assistance role, with administrative duties. Supporting the Facilities Manager, the ideal candidate will be tech-savvy, able to navigate around IT applications, which are different in make up to Microsoft packages. They will need to be confident in liaising with contractors and service suppliers, and demonstrate good time management where the administrative duties can vary day to day as set out in the key responsibilities.

WORKING FOR TROWBRIDGE TOWN COUNCIL

The town council has a long-term commitment to improving the environment by taking on and managing parks and other green spaces in the town for the benefit of all residents and for wildlife and the environment. We are looking for someone with the skills and enthusiasm to maintain these spaces to a very high standard.

Teamwork and co-operation between all members of staff is essential to the town council's ethos. In addition, the staff and work of the Facilities & Neighbourhood Services team has a high public profile so the Facilities Coordinator must maintain good two-way communication with the public, volunteer groups, members of council, team members and other council staff.

AREAS MANAGED BY THE COUNCIL

- The Civic Centre
- Trowbridge Museum
- 4 Community Centres/Hubs
- Heritage Sites such as The Blind House and Helikar Tomb
- 31 play areas
- 4 formal park spaces
- 3 allotment sites
- 3 closed churchyards
- Several formal and informal, equipped recreation areas and sports fields
- 8 Hardcourts
- Town wide planting schemes
- Town wide street cleaning
- 1 bowls green
- Several bus shelters
- Stairwells of the Castle Place multi-story car park
- Public conveniences (*to be opened 2022*)
- Several grassed amenity areas.
- Various footpaths and verges.

KEY RESPONSIBILITIES OF THE POST

Includes but are not limited to:

Operational

- Be the first line of contact for all technical enquiries and re-direct as necessary.
- Work closely with the Facilities Manager, providing key compliance information and help with small works quotations.
- Liaising with contractors and other key service providers to plan in work schedules, request or provide feedback and chase up works.
- I.T. support for officers and support day-to-day activities of the department.
- Scheduling reactive remedial works reported through a council wide defect report system.
- Raising and processing supplier and contractor purchase orders.
- Processing and recording of department invoices, preparing for manager authorisation of payment.
- General office administration duties, as directed by the Facilities Manager

Community engagement and support

- Liaise with our community group tenants obtaining meter readings and building condition reports on a regular basis.
- Provide utility usage figures on request and arrange for recharges to the community groups.

Health and safety

- Under the health and safety guidelines issued by the Council, ensure the safety and well-being of all who visit or work in the facilities provided by the Council.
- Undertake inspections of the council's buildings for H&S compliance and adherence to all council policies & procedures.
- Contribute to reviewing of risk assessments undertaken by council officers to ensure safe and sensible working practices.

Environment and Conservation

- Work with the Facilities Manager and with other departments to promote sustainable purchasing and operations.
- Promote the council's policies on biodiversity and sustainability.

GENERAL INFORMATION FOR ALL POSTS

The post holder will, on occasions, be expected to:

- abide by the Town Council's Policies and Procedures
- participate in the Town Council's annual performance reviews
- undertake any other reasonable duties that the Town Council may ask of you.

The aim of this job description is to show the general purpose and level of responsibility of the post; it sets out the main duties of the post as at the date of issue. Due to the changing nature of the business, such duties may vary and develop from time to time without changing the general nature of the post or level of responsibility. Such variations are a common occurrence and would not, of themselves, justify the revaluation of a post.

Confidentiality

The post holder is required to work in a confidential and professional manner and to uphold the good reputation of the Town Council

Data

To see how we handle and store your data please view our privacy notice
<https://www.trowbridge.gov.uk/your-council/privacy/>

Training

All employees may be expected to undertake additional training and development courses identified as a requirement for furtherance of the position or to support the post holder in their role

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down by Trowbridge Town Council's Equal Opportunities Policy

Health and Safety

- Act responsibly in managing your own health and safety and that of anybody else who may be affected by your acts or omissions
- Act responsibly showing regard for the environment at all times and adhere to the Council's Policy
- Work responsibly to ensure that, on a day to day basis, work is conducted within the framework of all local and legislative health, safety, environmental and welfare guidelines and policy

Safeguarding

Trowbridge Town Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment. Some roles will be subject to a full disclosure and barring service check before confirmation of appointment.

Person Specification – Facilities Coordinator

	Essential	Desirable
Qualifications & Training	Minimum of 5 GCSEs or equivalent, Grade C/4 or above in English and Maths	A-Level in ICT Systems Support Technicians Level 3 ICT Systems Support Technicians Diploma Fire Legislation and Guidance for Non-Domestic buildings IOSH Working Safely In-house training on bespoke applications i.e. BMS system etc.
Experience	Experience of working in a similar environment Excellent understanding of Office365 applications	Health & safety operating procedures Experience working in a public facing role Experience working in maintenance and/or with contractors Working with Contractors
Knowledge & Understanding	Office administrative duties and supporting co-workers both in person and remotely	Local Government Non-Domestic building H & S and Fire Compliance
Skills & Aptitude	Strong written and verbal communication skills with the ability to interact with a wide range of people Able to organise workload effectively and on own initiative, with a 'can do' attitude Ability to supervise whilst work as a team Willingness to learn Outgoing Self-starter Flexible approach to working Strong organisation and planning skills Tech savvy along with confidence working in information technology	