**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** FM Building Services - Building Services Officer | **Grade**: Scale 5 (£23,167 - £27,255 depending on experience) |
| **Section:** Property Services - FM Building Services  | **Directorate:** **Housing & Regeneration** |
| **Responsible to following manager:**FM Building Services Supervisor | **Responsible for following staff:** NA |
| **Post Number/s:**  | **Last review date: September 2019** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To support the FM Building Services function in the delivery of compliant building services to all Wandsworth and Richmond Council SSA properties.

To provide a mobile first response to non-technical Planned Maintenance and Reactive Maintenance tasks.

**Specific Duties and Responsibilities**

1. Supports the FM Building Services Supervisor
2. Work as part of a shift rota (covering 7 days per week)
3. Porter duties
4. Unlocking and locking premises
5. Meeting room and hall hire set-ups
6. Reactive maintenance tasks allocated via the FM Helpdesk including low level plumbing, re-lamping, lock and furniture repairs
7. Non-technical Planned Maintenance including water hygiene, emergency lighting and fire alarm sounder testing.
8. Providing FM support to out of hours events including but not limited to weddings in London Borough of Richmond upon Thames.
9. Responsible for new integrated contractor and supply chain partner building inductions.
10. Regular inspection and recording of vacant properties.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

To work within allocated budgets and maintain stock lists and inventories of materials and equipment.

The work of the FM Building Services Team will involve peripatetic working at buildings located across both Council’s boroughs. The work may also involve lone working when visiting buildings that are unoccupied. The work requires a reactive and pragmatic approach which may result in the need for working at height, working in confined spaces, and manual handling.

**Manages:**

NA

**Team Structure**



**Person Specification**

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| --- | --- |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Requirements** | **Assessed by** **A &**  **I/ T/ C**  |
| **Knowledge**  |
| FM Building Services | A & I |
| Health and Safety Awareness  | A &I & C |
| Extensive knowledge of the Council’s properties, site locations, customers and stakeholders. | A & I |
| Concerto CAFM system | A & I |
| **Experience**  |
| Delivering FM Building Services | A & I |
| Use of CAFM systems | A & I |
| Working with integrated FM contractors and supply chain partners | A & I |
| **Skills**  |
| Excellent customer services skills | A & I |
| Proactive ‘can-do’ attitude | A & I |
| Ability to identify pragmatic solutions to operational problems | A & I |
| Good verbal and written skills  | A & I |
| Ability to organise and prioritise own workload to meet tight deadlines.  | A & I |
| Manual handling  |  |
| Full, clean UK driving licence (essential) | C |
| Ability to obtain an Enhanced DBS certificate | C |
| **Qualifications**  |
| A good standard of secondary education | A & I |
| Certificate in ACOP L8 Water Hygiene | C |

**A = Application form, I = Interview, T = Test, C = Certificate**