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Job Description & Person Specification

Post: Facilities Services Officer

Responsible to: Facilities Services Coordinator

Responsible for: N/A

# Overall job purpose

To support the Facilities Coordinator in ensuring the functionality, safety and sustainability of buildings, grounds, infrastructure and real estate in our property portfolio. This includes all aspects of buildings and facilities maintenance, contractor management, health and safety management, security, tenant liaison and support.

You will also be required to support other areas of the business, in particular reception, meetings and events as required.

## Behaviours

As a company, we set high standards of performance and ethical behaviours. The following corporate behaviours underpin the working environment at BEC and assist us in delivering our vision:

* Working with integrity
* Being commercially astute
* Partnering people and change
* Driven to make a difference
* Accountable for actions
* Courageous leadership
* Environmentally responsible

## Key Objectives

As a Facilities Services Officer you will work with the Facilities Team, supporting the Facilities Services Coordinator in the delivery of the following key objectives:-

* Procure, monitor and direct essential Facilities Services including but not limited to security, grounds and building maintenance, cleaning, waste disposal, recycling, catering and customer services.
* Undertake daily inspections and walk arounds of the buildings to ensure compliance with health and safety and to identify any areas of attention, ensuring that non-compliance issues are rectified or escalated to the Head of Investments.
* Supporting interesting and effective marketing and communications activity about our Let Estate, adhering to our brand identity.
* Ensure compliance with daily, weekly, monthly building safety checks.
* Support the Head of Investments with viewings of office accommodation and tenant exits including inspections and dilapidations.
* Ensure a security presence for our buildings, ensure the team and delivery partners remain vigilant for any suspicious activity, responding or reporting as necessary.
* Manage utility records and checks, ensuring regular and accurate meter readings.
* Prepare, review and update the building maintenance records for the buildings.
* Project management and supervision and coordination of work of contractors, verification that agreed work has been completed satisfactorily, follow up on any deficiencies.
* Calculate and compare costs for goods/services to achieve maximum value for money.
* Keeping staff and visitors safe as far as possible and be responsible for BEC Health and Safety overall.
* Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences.
* Be alert to any opportunities from, or requirements of any existing tenants or other parties who may express an interest in the building or have an unfulfilled occupier requirement.
* Contribute to the continuous process of reviewing and updating BEC’s tenant and property procedures.
* Contribute to delivery and achievement of company key performance indicators and an enhanced team performance.
* Deal with customer complaints, comments and enquiries.

## Health and Safety

The post holder is required to carry out the duties in accordance with the Company’s Health and Safety policies and procedures.

## Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above.

In particular, the post holder will be expected to provide front of house customer services when required.

Such duties, however, will fall within the scope of the post, at the appropriate grade.

Facilities Services Officers may be required to act as emergency contacts and may be required to work outside of normal office hours and at any BEC location on occasion.

## Continuous Personal Development

The post holder is expected to undertake regular CPD and work with the line manager to identify those areas for further training and development, undertaking relevant courses and qualifications as required.

## Diversity

The post holder is required to have due regard to equal opportunities and diversity at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all the team.

## Quality

To support BEC in striving to create a client service culture with total commitment to quality.

## Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

# Person Specification

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| Skills & Abilities |  |
| Essential | Desirable |
| * Experience of working in a customer service environment. * Understanding of tenant liaison. * Ability to work under own initiative to agreed guidelines and timescales. * Excellent communication skills and the ability to work across all levels of the organisation with different stakeholders. * Excellent organisational and time management skills. * Flexible and adaptable approach to working hours and job tasks. | * Experience of working in a Facilities role/environment. |
| Knowledge, Education & Qualifications |  |
| Essential | Desirable |
| * Good understanding of the principles of effective facilities management. * Knowledge and experience of regulatory building safety requirements. * Excellent IT skills, including Microsoft 365, finance and property management information systems. | * Formal health and safety qualification or equivalent i.e. IOSH. * Customer service qualification. |
| **Experience** |  |
| Essential | Desirable |
| * Experience of working directly with customers. * Empathise with customers in order to identify their needs, address complaints and deliver excellent service to customers. * Experience of working in a multi-disciplinary team and responding to changing requirements. | * Project management experience. |
| **Personal Attributes** |  |
| **Essential** | **Desirable** |
| * Hard working, motivated and confident; * Driven and ambitious with a flexibility and willingness to take on responsibilities and challenges with vigour; * A quick learner with an openness to new ideas; * Dedicated team player; * Enthusiastic and approachable; * Resilient and calm under pressure; * Tactful, diplomatic and assertive when dealing with challenging situations. | * Passion and understanding for the BEC brand, its mission and for West Cumbria as a place to live, work and do business. |
| **Any Other Requirements** |  |
| **Essential** | **Desirable** |
| * Ability to represent the business throughout Cumbria and if required, the UK as and when required. * Ability to cope with the challenges associated with the role. * Flexibility in hours worked and location of work base. * Current, clean driving license and access to a vehicle. | * Lives within reasonable commuting distance of West Cumbria. |