

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Facilities Officer & Engineer (Team Leader)

GRADE: 8

POST NO: TS7

RESPONSIBLE TO: Head of Service - Property

RESPONSIBLE FOR: Quick Response Team, Assistant Buildings & Facilities Officer, Concierge (4)

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

DATE ISSUED: July 2025

JOB PURPOSE:

Engineering

1. To manage the day-to-day operation of the Engineering Section under the direction of the Head of Service - Property and to provide technical support to other teams within the authority.

Facilities Management

1. To performance manage external partners providing operational management and facilities services to the Council.
2. To manage the day-to-day operational running of The Symington Building ensuring that excellent standards of customer satisfaction are maintained at all times for all users and partners of the building.
3. To manage the day-to-day M&E services to Council owned buildings including The Symington Building, Harborough Innovation Centre, and The Market along with smaller buildings.
4. To manage the day to day key holding / security and facilities management of The Symington Building and other council owned buildings.
5. To promote a positive image of the Council both internally and externally.

6. Appointed as the Responsible Person to ensure the Legionella procedures are managed and implemented in line with relevant Health & Safety legislation.
7. Appointed as the Responsible Person for the authorisation and implementation of permits to work on Council owned property, in line with relevant Health & Safety legislation and good practices.
8. The post holder will be expected to undertake business continuity, contractor management, energy management, health and safety oversight, project management, estates management and space management

JOB ACCOUNTABILITIES:

1. To manage the reactive and planned maintenance of Council properties takes place appropriately including regular updating and monitoring of planned maintenance schedules.
2. Controls budgets and prepares financial tracking and reporting to ensure all services are delivered within agreed budgets and service levels, understanding the commercial model in order to contribute to the financial reporting.
3. Responsible for the preparation of contract documentation, manage contract selection procedures and manage associated works for maintenance and capital projects up to 100k to ensure that building, mechanical, electrical & civil contractors works comply with the councils standing orders and health and safety requirements, providing technical advice and support as required on design and maintenance works.
4. Responsible for ensuring that all contractors are appropriately prepared, inducted and compliant for any works in Council controlled premises.
5. Monitoring of contracts, service level agreements and key performance indicators and preparing reports as required.
6. Ensure compliance with Council Property Policies, Strategies and Procedures.
7. Responsible for ensuring that responses to enquiries and complaints are made in an appropriate manner and timescale and in accordance with HDC policies.
8. Manage all health & safety aspects of Building, Facilities and Engineering and to ensure compliance with statutory requirements, includes asbestos, legionella and fire procedures. To identify deficiencies within Safety Health and Environmental management systems and practices of staff, partners and contractors using The Symington Building and other Council properties, achieving reactive and preventive maintenance.
9. Ensure compliance of legislation and regulations for fire safety & risk management within The Symington building. Ensuring that the relevant regular checks are carried out in relation to the prevention of fire and that the fire risk assessment is reviewed on a regular basis.
10. Water Hygiene Compliance -Harborough District Council acknowledges its legal responsibility to protect its employees and others from the risk of Legionellosis and will

take all reasonably practicable steps to prevent exposure of employees and others to harmful levels of the legionella bacteria. To achieve this, the Council, through its management structure, will allocate specific responsibilities and functions to designated employees to manage and control the risk.

11. The Facilities Officer is appointed as the “Responsible Person” and is responsible for the appointment, management and supervision of the Approved Contractor who will undertake routing monitoring of hot and cold water systems and any necessary cleaning, sampling programmes and remedial works at The Symington Building.
12. The Responsible Person will ensure the Legionella procedures are implemented and that the logbook is appropriately maintained. Should complaints of strange taste or odour be reported in respect to the water, the Responsible Person will investigate, and arrange for microbial sampling of the water system as appropriate and in consultation with the Corporate Health and Safety Officer.
13. Prepare and review risk assessments and method statements to ensure works are undertaken safely for any Council controlled premises.
14. Responsible person for the authorising and implementation of permits to work. To ensure that adequate checks, certain actions and precautions are in place prior to commencement of work. Permits to work include: hot work / work at height / confined spaces. Permits are a requirement for insurance purposes and good working practice.
15. Monitor and review contractor health & safety practices on site to ensure compliance with the relevant regulations and ensure that best H&S practice is achieved.
16. To support the ABFO with the management of the Concierge team, dealing with escalated complaints, annual/review appraisals. Ensure that an effective and efficient service is provided to partners and visitors of the building alike.

Building/Facilities Management

17. Responsible for the management and co-ordinating the ongoing arrangements for the security of The Symington Building and other Council Buildings are sufficient and adequate 24 hours a day, responding to call outs as necessary. To act as key holder for Council properties, initiating emergency work as required.
18. Responsible for monitoring of the Facilities Management service delivery, Key Holding contract delivery and Mechanical & Electrical contract delivery for The Symington Building, Market Hall and Harborough Innovation Centre along with other property owned by the Council achieving reactive and preventative maintenance within the service level agreements.
19. Responsible for providing a key interface between all users of the building and facilities management service provision on a day to day basis. To improve services to achieve optimum performance for customers and users of The Symington Building.
20. Liaise with customers, tenants, delivery partners, staff and public bodies as appropriate to ensure that the provision of support services meets and exceeds service level agreements.

Engineering

21. To provide contract documentation, undertake contract selection procedures and supervise associated works to ensure that civil contractors works comply with the councils standing orders and health and safety
22. To manage and co-ordinate the 24 hour Emergency Response Service by means of an agreed shift rota and respond accordingly.
23. To implement investigations which provide the solution of drainage problems through site surveys, the collation of information and monitor and direct contractors for site investigation as necessary.
24. Under the Land Drainage Act 1991, implement the correct legal process in respect of default notices and serve notices to riparian owners and advise members of the public on their legal responsibilities. Implement investigations and communications with land owners and to oversee work being carried out to maintain watercourses so that they are free flowing.
25. To ensure residents are properly advised and recommend solutions to drainage issues to minimise flooding of properties within the district.
26. To assess planning applications in respect of foul, surface water and land drainage issues incorporating areas of planning law and the Land Drainage Act. To check developers/consultants calculations and designs carry out feasibility works as required. Consultation with developers/consultants and other bodies to achieve the signing off of final drainage proposals.
27. Implement survey inspections and prepare reports on all watercourses maintained by HDC for the Local Lead Flood Authority. Plan, implement and undertake Inspections of all flood defence systems such as balancing lagoons (dry/wet) and watercourses within the district and prepare reports.
28. To document asset information and ensure database is kept up to date and to develop the provision of on line services.
29. To monitor appropriate to delegated activities performance against the annual service plan and national and local indicators taking action as necessary to ensure targets are met.
30. To manage repairs and replacement service for street name plates including consultation, provision, installation and maintenance of street name plates in accordance with Council policy.
31. To manage work to identify, post notices, investigate and arrange removal as required of abandoned vehicles in accordance with Government, Legal and Council procedures assisting with recovery of costs and prosecution as necessary.
32. To manage the staff and operation of the council's quick response team, including:
 - a. Delivery of services to other Council Departments and external organisations
 - b. Manages responses to emergencies

- c. Plans and prepares work programme for team ensuring and effective and efficient service is provided

ADDITIONAL JOB CONTEXT:

To uphold and display HDC Behavioural Competence Level 2

To embrace and champion the vision to:

- Revitalise the organisation (injecting energy and new approaches)
- Engage with the Community (focusing on people and asking them what they want)
- Strengthen accountability (both democratic and officer leadership)
- Become more efficient (and continue to improve in the future)

OTHER:

As a term of employment the post-holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

HEALTH AND SAFETY:

To be familiar with and at all times comply with:

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- local department specific health and safety procedures as amended or added to from time to time.
- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE: Facilities Officer & Engineer					
TEAM: Property	POST NO: TS7	GRADE: 8	ALLOWANCE: Essential car user	FIXED TERM CONTRACT	WEEKLY HOURS: 37 hours
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)		ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)	
Qualifications		<input type="checkbox"/> ONC / HNC in Building / Civil Engineering or equivalent or able to demonstrate equivalent aptitude <input type="checkbox"/> NRSWA Supervisor <input type="checkbox"/> NEBOSH General Certificate <input type="checkbox"/> NEBOSH Risk & Fire Management <input type="checkbox"/> Up to date Legionnaire Training	A, E A, E A, E A, E		A, E
Experience		<input type="checkbox"/> Relevant, recent experience in delivery of FM and Estates management operations for a medium to large building either through direct delivery or an outsourced service. <input type="checkbox"/> Experience and knowledge of FM and ability to put forward and challenge recommendations for planned maintenance activity <input type="checkbox"/> Experience in work planning and management and creation of work programmes.	A, I A, I A, I	<input type="checkbox"/> Track record of success in working at a level managing and delivering complex activities and projects	A, I

	<input type="checkbox"/> Experience in managing service provision by external providers under contract to achieve high performance and value for money. <input type="checkbox"/> Experience in budgetary administration/ monitoring, financial monitoring including preparation, resource planning, and audit. <input type="checkbox"/> Experience of undertaking surveys, inspections and providing appropriate reports. <input type="checkbox"/> Experience of drawing plans and working drawings for schemes <input type="checkbox"/> Proven experience of people management	A, I A, I A, I A, I A, I		
Knowledge	<input type="checkbox"/> Knowledge of relevant legislation, regulations and codes of practice, including Land Drainage Act 1991 and Flood and Water Management Bill 2010 <input type="checkbox"/> Contract management <input type="checkbox"/> Project Management	A, I A, I A, I	<input type="checkbox"/> Programme management	
Skills	<input type="checkbox"/> Proven IT skills (Microsoft Office) <input type="checkbox"/> Able to organise, delegate and multi task <input type="checkbox"/> Courteous and polite manner with an emphasis on Customer Service <input type="checkbox"/> Ability to ensure external providers deliver excellent services and value for money <input type="checkbox"/> Excellent customer relationship building <input type="checkbox"/> Excellent written & verbal communication skills <input type="checkbox"/> To think creatively in pursuit of improved services and service levels	A, I I I I I A, I I		

		<input type="checkbox"/> Negotiating and influencing over a range of issues <input type="checkbox"/> Track records of success in developing innovative solutions to problems <input type="checkbox"/> Able to work flexibly as part of a large team	A, I I I		
Other		<input type="checkbox"/> Access to a suitable vehicle <input type="checkbox"/> Full driving license <input type="checkbox"/> Ability to attend out of hours meetings on an occasional basis <input type="checkbox"/> Ability and willingness to undertake paid call out responsibilities on a rota basis	A A, E I I		
Assessment Legend:	A = Application Form	I = Interview	T = Test/Assessment	E = Evidence (i.e. certificate)	