



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Place
Post Title	Facilities Assistant (Portering / Security)
Post Number	
Accountable to	Facilities Officer and Senior Facilities Assistant
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role does not fall within the Blended Working Policy
Last updated	October 2024

Job Description - Principal purpose of job (role summary)

As Facilities Assistant you will support the Facilities Officer and Senior Facilities Assistant as one of a number of Facilities Assistants working at the Civic Sites. Due to the operational requirements, each Facilities Assistant shall work a shift pattern.

A mobile phone and uniform is issued.

Shared key holder responsibility for the unlocking/locking of Worthing Town Hall, Portland House and Shoreham Centre. Provision of a wide range of facilities, portering, caretaking, and security services to the premises as described. Provision of security cover as required for the Town Hall Reception and Shoreham Centre reception.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

To provide a Facilities role including Security/Portering and Caretaking tasks to the Town Hall, Portland House, Shoreham Centre and other Civic/corporate sites when required.

To operate, set, monitor and unset the alarm systems in the Town Hall, Portland House and Shoreham Centre in accordance with the agreed procedures and unlock the premises in readiness for staff arriving at work and alarm, check and secure at the end of the working day. A weekly rota system is in place to allocate both the shift patterns and the sites (Town Hall and Shoreham Centre) to which the postholder will be required to work at.

To undertake on a weekly basis the testing of the Town Hall, Portland House and Shoreham Centre Fire alarms and panic alarms and to immediately report any problems with the alarm equipment to the Facilities Officer or Senior Facilities Assistant or Surveyors and where appropriate the alarm companies.
To provide security cover from opening to closing times and staff on a daily basis during office hours the main Town Hall and Shoreham Centre receptions as required. Deal with enquiries from the public or visitors, councillors or staff.
To assist staff and visitors in matters relating to onsite parking to include the salting and gritting of pavements and roads on the civic centre sites in adverse weather in accordance with the local arrangements.
To ensure staff, contractors and visitors are signed in and provided access to areas as required, ensuring necessary logs are kept up to date and ensuring relevant information is provided as required ie. access to asbestos information, fire alarm testing, assembly points and welfare facilities.
To assist in the operation of the Councils pool car scheme including the reporting of defects or damage, refuelling and charging of batteries as may be required, assisting staff with the booking of vehicles and assisting staff with resolving any issues that might arise with regards the operation of pool vehicles.
To prepare in a timely manner the Gordon Room, Committee Suite, Council Chamber and other meeting rooms in the Town Hall and Shoreham Centre for use as required, including the removal, relocation, re-siting and installation of all required furniture and equipment.
On instruction from the Council's Facilities Officer to conduct fire and bomb drills and assist in the safe evacuation of staff and visitors in the event of an unexpected activation of the alarm systems. Being responsible for the safe evacuation of the Council's offices outside of office hours whilst on duty.
To accept delivery of goods, materials and IT equipment consigned to Civic buildings and to transport such items to appropriate locations with due care and attention and where required assist in unpacking and assembling the goods (unless skilled personnel or knowledge is required).
To conduct daily courier distribution rounds circulating correspondence and materials between the Councils outstations and premises. To receive and deliver newspapers, periodicals, magazines and similar publications as required to departments.
To deliver and collect materials, equipment and furniture to and from staff working remotely from home.
To check, monitor and ensure that no materials are stored, stood or kept in corridors, stairwells or other areas which form part of fire exit routes or as directed. To ensure that all areas are tidy. To remove any packaging or refuse from the premises and place in the appropriate refuse containers provided.
Report any defects promptly relating to equipment in use or the premises and take remedial action as necessary to minimise any health and safety risk to staff, visitors or contractors. Report hazardous defects to the Facilities Officer. To undertake and assist in the day to day operation of the Town Hall heating, lighting and ventilation systems. To immediately report any problems that may develop with the above systems to Surveyors.

To carry out minor caretaking property maintenance (including, but not limited to changing light bulbs, battery replacements, oiling locks and hinges, fitting notice boards, minor repairs to equipment, assembling furniture, sweeping leaves and clearing from gullies / drains, setting up basic IT equipment, etc.) as and when may be required. To erect, dismantle, raise, lower and monitor the flag poles and flags on or around the Civic buildings and to alter the Town Hall external coloured lighting in accordance with instructions given by the Facilities officer / Senior Facilities Assistant.	
To carry out day to day tidying of the Gordon Room, Committee Suite, Council Chamber and other meeting rooms and common areas, such as removing cups & saucers etc and related activities and ensuring the rooms are at all times presentable.	
To set, adjust and monitor the operation of all clocks in the Civic buildings. To monitor the main Town Hall clock and report as necessary any problems to Surveyors.	
To act as a Keyholder for the Town Hall, Portland House and the Shoreham Centre, 24 hours a day/365 days a year (including Xmas/New Year) and to respond to alarm activations and calls from the emergency services as required. To be available on call as part of the Councils Out of Hours Service to respond to incidents on a rota basis.	
To operate/monitor the Town Hall Closed Circuit T.V. system in accordance with the Council's agreed procedures and policy and the provisions of the Data Protection Act and Surveillance Legislation and report any instances or incidents that breach the security of the Civic Centre site to the Facilities' Officer.	
Assisting with the operation of Civic events, elections and external meetings of the Council outside of normal working hours. This is on an overtime / TOIL basis.	
To assist with the arrangements for Elections including the delivery and collection of ballot boxes from sites around the Borough and neighbouring authorities.	
The Facilities Assistant acts as the primary contact during certain periods, such as early morning or late afternoon, when the Senior Facilities Assistant is not present.	
The hours of duty shall be based on a 37 hour, 5 day a week and consist of the following shifts which shall alternate weekly in accordance with the rota. Meetings may continue after this rota time and staff will be required to work until the meeting has finished.	
<u>Town Hall</u>	
<u>Early Shift</u>	
Monday to Thursday	07.00 hrs - 15.30 hrs
Fridays	07.00 hrs - 15.00 hrs
<u>Middle shift</u>	
Monday to Thursday	08.30 hrs – 17.00 hrs
Fridays	09.00 hrs – 17.00 hrs
<u>Late Shift</u>	
Monday to Thursday	13.00 hrs - 21.30 hrs
Fridays	13.00 hrs - 21.00 hrs
<u>Shoreham Centre</u>	

<u>Early Shift</u>	
Monday to Thursday	07.00 hrs - 15.30 hrs
Fridays	07.00 hrs - 15.00 hrs
<u>Late Shift</u>	
Monday to Thursday	12.00 hrs - 20.30 hrs
Fridays	12.00 hrs - 20.00 hrs
Additionally, the postholder may be required throughout the year to work at weekends or at times outside those stated above as may be required to meet the operational requirements of the Council, for which TOIL or overtime will be payable at the appropriate rate.	
Staff will be required to work across all 3 sites which they should be able to travel to in their own vehicle or public transport during their own time.	
Staff will be required to cover for the absence of colleagues through for example leave or sickness and shift hours may be amended to meet the needs of the service.	
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities	
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies	

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications		SIA Qualified & Registered
Knowledge		Previous Local Government Experience
Experience		<p>First Aid trained & qualified</p> <p>Previous Key holding experience</p>

Communication	Ability to engage with people at all levels. Able to establish good personal and effective working relationships at all levels	Conflict avoidance ability
Relationship Building	Customer Care orientated - Able & willing to engage and empathise with the public	
Analytical		Problem solving, able to determine the most appropriate course of action to take in any given circumstance
Planning/ Organising	<p>Able to load and unload deliveries and relocate furniture and equipment.</p> <p>Self- Motivated and able to work unaccompanied (Lone working)</p> <p>Willingness to work as part of a team and on their own initiative. Adaptable and flexible approach to their duties.</p> <p>Able to work as required indoors and outdoors. Able to work unsocial hours and at weekends as required.</p>	Able to organise and prioritise own daily workload and duties
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p> <p>Holds a valid, clean driving license and a willingness/ability to drive</p>	<p>Computer Literate</p> <p>Practical DIY skills</p>

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	