

HARBOROUGH DISTRICT COUNCIL – JOB DESCRIPTION

POST TITLE: Assistant Building & Facilities Officer

GRADE: 4

SERVICE AREA: Property Services

RESPONSIBLE FOR: Concierge

RESPONSIBLE TO: Facilities Officer & Engineer

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

- Car Allowance – Designated Casual
- 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: June 2025

JOB PURPOSE:

Working under the direction of the Facilities Officer & Engineer, develop and manage the day to day operational running of Councils premises including The Symington Building ensuring excellent standards of customer satisfaction are maintained at for all users and stakeholders.

The post holder will be expected to assist with reviewing the Building and Facilities processes including business continuity for all Council Buildings ensuring they are up to date, robust and regularly tested.

The post holder will assist the Facilities Officer & Engineer with contractor management, energy management, day to day health and safety in relation to the Buildings and Facilities, project management, estates management and space management.

To manage the day-to-day operations of the Concierge Team with the support of the Facilities Officer & Engineer.

JOB ACCOUNTABILITIES:

1. Providing the key interface between all users of Council properties and the concierge and facilities management (FM) service provision and other partners on a day to day basis, engaging with and developing supportive client relationships.
2. To oversee the day to day operational and performance management for the Concierge Service, to include ensuring that all rotas are covered, complaints are dealt with or escalated to the Facilities Officer & Engineer or Head of Service as appropriate and that they are providing a first class customer service to partners and customers.

3. Liaison 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.
4. To ensure the reactive and planned maintenance of Council properties takes place appropriately including regular updating and monitoring of planned maintenance schedules.
5. Monitoring the service delivery of the FM service and co-ordinating the work of the external provider on a day to day basis, feeding back any concerns or issues to the Facilities Officer & Engineer
6. Effectively plan any key building changes to ensure minimum disruption to front line and core activities, communicating works to all partners, members and customers as appropriate.
7. To arrange for external contractors to be on site as required, acting as the main point of contact for day to day operational issues.
8. Assist with ensuring contractors are appropriately prepared, inducted and compliant for any works on Council premises.
9. Assist with the ongoing management and monitoring of a service charter and service level agreement to partners and tenants.
10. Monitor key elements of building operations to ensure compliance with both external regulations and testing requirements, and to adopt, identify and implement best practice in the areas of responsibility.
11. Working with colleagues, ensure the Council's buildings meet health and safety requirements and that facilities comply with relevant legislation and that all maintenance works are carried out in compliance with current Health and Safety Regulations, this will include ensuring risk assessments are in place and all works are monitored and controlled.
12. To have an active lead role as Fire Coordinator, 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. Ensuring that all weekly test rotas are covered and that there are adequate Fire Marshalls and Fire Coordinators.
13. To facilitate and support partners or tenants moving into Council Properties and to lead on and co-ordinate induction programmes into Council Properties when new tenancies occur.
14. Responsible for budget administration, financial tracking and reporting to ensure all services are delivered within agreed budgets and service levels as agreed by the Facilities Officer & Engineer and Head of Service.
15. Ensuring that responses to enquiries and complaints are made in an appropriate manner and timescale.

ADDITIONAL JOB CONTEXT:

To uphold and display HDC Behavioural Competence Level 1

- 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.
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- 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 – OUTLINE PERSON SPECIFICATION

JOB TITLE: Assistant Building & Facilities Officer				
TEAM: Property Services	GRADE: 4	ALLOWANCE: Casual car user	PERMANENT	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	<ul style="list-style-type: none"> Grade C GCSE English and Maths or able to demonstrate equivalent aptitude Commitment to continuing professional development 	A I	<ul style="list-style-type: none"> Health & Safety general certificate NEBOSH 	A, E
Experience	<ul style="list-style-type: none"> Experience in delivery of FM and operations either through direct delivery or an outsourced service. Experience in work planning and management and of work programmes. Experience in managing service provision by external providers under contract to achieve high performance and value for money. Worked with strategies, policies and systems which support service delivery, effectiveness and improvement. Experience of report writing including the presentation of statistical and technical data to varying audiences. 	A, I A, I A, I I A, I	<ul style="list-style-type: none"> Track record of success in working at a level managing and delivering complex activities and projects. 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 Development of strategies, policies and systems which support service delivery 	A, I A, I A, I
Knowledge	<ul style="list-style-type: none"> Commercial awareness to optimise occupancy, budget management, service improvement and / or cost reduction. Knowledge of contract supervision or management 	I I	<ul style="list-style-type: none"> Commercial awareness AND sector knowledge to optimise occupancy, budget management, service improvement and / or cost reduction. 	A, I

	<ul style="list-style-type: none"> • An understanding of relevant legislation, regulations and codes of practice and their practical application • Evidence of applying Health & Safety knowledge in a facilities/building environment 	I I	<ul style="list-style-type: none"> • Programme monitoring & management 	A, I
Skills	<ul style="list-style-type: none"> • Proven IT skills (Microsoft Office, including Word and Excel Intermediate) • Able to organise, delegate and multi task • Able to work flexibly with rapidly changing priorities • Courteous and polite manner with an emphasis on Customer Service • Excellent written communication skills • Excellent verbal communication skills • Ability to review work carried out by external providers ensuring works meet expectations and specification, challenging substandard work as necessary • Excellent customer relationship building • Able to think creatively in pursuit of improved services and service levels • Negotiating and influencing over a range of issues • Track record of success in developing innovative solutions to problems • Ability to monitor finances and raise invoices 	I A, I I I A, I I A, I I I I A		
Other	<ul style="list-style-type: none"> • Access to a suitable vehicle insured for business purposes • Full driving licence • Ability to attend out of hours events/meetings on occasions 	I A, E I		
Assessment Legend:	A = Application Form	I = Interview	T = Test/Assessment	E = Evidence (i.e. certificate)