



Senior Facilities Officer

LEVEL:	Level 6
ACCOUNTABLE TO:	Land and Property Business Support Team Leader
SALARY:	£33,143 to £36,363 per annum
LOCATION:	Tavistock / Okehampton
CONTRACT:	Permanent

Job Purpose

To support the Land and Property Business Support Team Leader in delivering effective Building and Facilities Management services at Kilworthy Park and other local tenanted sites.

The Senior Facilities Officer will take ownership of the day-to-day management and running of a portfolio of tenanted properties, ensuring they are maintained to a safe, compliant, and high standard. The role requires strong knowledge and experience of building repairs and maintenance, with the ability to plan, manage, and deliver maintenance programmes effectively.

The postholder will be responsible for developing, implementing, and managing building maintenance schedules, including both planned and reactive works. They will also oversee aspects of contractor performance, support compliance with statutory requirements (including health and safety and fire safety), and contribute to the delivery of small works and improvements across sites.

Role Profile

- Support the Land and Property Business Support Team Lead in delivering effective Building and Facilities Management services at Kilworthy Park, and other tenanted sites across the district as required.
- Oversee day-to-day repairs, planned maintenance, reactive maintenance, and minor works, ensuring priorities are managed in line with urgency, health and safety requirements, and operational impact.
- Support building compliance by ensuring statutory, planned, and routine checks are completed in line with relevant procedures, schedules, and legislative requirements.
- Ensure appropriate health and safety controls are in place before works commence, including risk assessments, method statements, contractor documentation, insurance, certification, asbestos awareness, electrical isolation, service location checks, and Personal Protective Equipment.
- Manage building security arrangements, including access control, key holding, security contractor liaison, and escalation of urgent issues.
- Oversee the condition, safety, and operational readiness of internal and external areas, including car parks, ensuring they are maintained for staff, tenants, visitors, and service users.



- Maintain accurate service, compliance, contractor, maintenance, and financial records using relevant electronic systems.
- Raise and monitor purchase orders, process invoices, and liaise with suppliers and contractors to support value for money and compliance with financial procedures.

Person Specification

Qualifications

Essential	Desirable
Relevant health and safety training or qualification in building, facilities management, maintenance, or contractor control	Further training in facilities management, fire safety, asbestos, first aid, IOSH/NEBOSH, contract management, or project management

Knowledge / Experience

Essential	Desirable
Experience of coordinating repairs, maintenance, minor works, and day-to-day facilities activity	Experience of facilities management across multiple sites or complex operational environments
Experience of liaising with and monitoring contractors, suppliers, tenants, or service providers	Experience of monitoring outsourced contracts or service level agreements
Knowledge of building compliance, health and safety, risk assessment, contractor control, and safe working practices	Knowledge of specialist compliance areas such as asbestos, legionella, fire, electrical, gas, lifts, or water hygiene
Experience of maintaining maintenance, compliance, contractor, service, or financial records	Experience of using facilities, asset, helpdesk, ordering, or finance systems
Experience of prioritising work and managing competing demands in a customer-focused environment	Experience of contributing to projects, service improvements, energy efficiency, or business continuity
Experience of working effectively with colleagues, contractors, service users, visitors, and stakeholders	Practical experience of fire safety, security, access control, key holding, evacuation, or emergency procedures

Skills / Abilities

Essential	Desirable
Ability to maintain accurate records and communicate clearly in writing and verbally	Ability to create, update, or interpret floor, space, asset, or site plans



Good interpersonal skills and the ability to communicate effectively with a range of contacts	Ability to interpret technical, contract, safety, and compliance documentation
Ability to handle difficult, urgent, or sensitive situations with diplomacy and judgement	Ability to suggest practical improvements to services, efficiency, resilience, or customer experience
Effective IT skills and ability to use systems relevant to facilities, finance, maintenance, and compliance	
Ability to prioritise workloads, meet deadlines, and manage competing operational demands	
Ability to work on own initiative, respond to operational issues, and escalate matters appropriately when required	

General / Other

Essential	Desirable
Willingness to undertake training and development relevant to facilities management, compliance, safety, and contract monitoring	
Flexible approach to working hours, including working outside normal office hours where required by operational need	
Ability to participate in the out-of-hours on-call rota and respond to urgent building, safety, or security issues	
Ability to travel between Council sites and other locations across the district and borough, including outside normal working hours when required	
Physically able to undertake site-based duties safely, including outdoor work and moving equipment using safe methods	

General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.



Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.