Working at Broadland District Council and South Norfolk Council

Job Role: Senior Facilities Officer (Broadland Food Innovation Centre)

Department: Facilities

Directorate: Resources

Purpose:

To manage the day to day operation and maintenance of the Food Innovation Centre and to deputise for the Facilities Team Leader when required. Ensure the food innovation centre is well managed, clean and compliant in relation to health and safety and that it meets the needs of its tenants, virtual tenants and innovation hub users.

Main duties and responsibilities:

- Responsibility for the safety and security of the food innovation centre, including fire safety.
- Be on call as required and to be a key holder for council premises, providing the appropriate response and attend premises as required.
- Liaise with contractors in respect to maintenance work and respond to issues that arise and supervise them outside of office hours.
- Monitor and supervise the cleanliness of the building and liaise with cleaners with regards to improvements as and when necessary.
- To oversee the booking system ensuring that it is accurate and well maintained.
- Provide the first point of contact to visitors to the innovation centre and ensure that the building is staffed when there are bookings/visits at the innovation centre.
- Ensure that room booking requirements are met, including setting up and operational checking of audio-visual aids and other equipment.
- Ensure that invoices and purchase orders are raised in relation to contracted services and maintenance work.
- Ensure there is a planned works programme in place and that this is implemented in conjunction with the facilities team leader.
- Undertake office moves and equipment moves as required, liaising with IT and teams where appropriate.
- Deputise for the Facilities Team Leader and manage the Facilities Officers when required.
- Arrange for unplanned and emergency maintenance to be carried out when required. This may involve the post holder being required to work outside of normal office hours, often at short notice.
- Ensure the external areas of the building are well maintained including the landscaping.
- Act as a named first-aider and maintain an up-to-date qualification and undertake any relevant training required.
- Suggest and recommend opportunities for reducing operational costs, enabling efficiencies and improving environmental performance.
- Ensure that you and others observe the health and safety requirements of the authority.
- Up to 60% of this role's time will be spent on external communication.

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Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Good general education	E	
First Aid Qualified (or willingness to undertake training).	E	
Qualifications/training in facilities related to health and safety e.g. NEBOSH, IOSH, COSHH		D
Experience and Knowledge		
Previous experience in a similar / related position.	E	
Customer service experience and the ability to communicate with a variety of different people and partners	E	
Demonstrable knowledge of building operation and maintenance, including drainage, water supply, mechanical and electrical services and grounds maintenance.	E	
Skills, Abilities and Competencies		
Trusted to be responsible for security information and keys to buildings including work unsupervised outside of office hours.	E	
Good communication skills with the ability to communicate (verbally and in writing) with a wide range of different customers	E	
Ability to manage a building with limited supervision and take the initiative to respond to problems/issues that arise	E	
Ability to work flexibly to cover operational requirements including building opening times.	E	
Ability to supervise Facilities officers and cleaning staff.	E	
Ability to analyse and solve problems, exercising judgement and seeking advice from others when necessary.	E	
Able to work effectively under pressure, with minimum supervision and the ability to work to deadlines.	E	
Intermediate IT skills, including Microsoft Outlook, Word and Excel.	E	
One Team Values and Behaviours		
Passionate and flexible	E	
Trustworthy and respectful	E	
Customer focused	E	
Collaborative	E	
Big and bold thinker	E	
Entrepreneurial and commercial	E	