

East Devon District Council

WE'RE HIRING:

Facilities Officer

Salary: £30,515 - £33,119 pa

Type: Permanent full-time 37 hrs pw 10.00am - 18.00 Mon-Fri

Apply by: 13/12/2026

Ref: ED010184P

Apply now: **jobs.eastdevon.gov.uk**

1 TEAM EAST DEVON | WE CONNECT GROW THRIVE

FACILITIES OFFICER

- **£30,515 - £33,119 per year**
- **Access to Local Authority pension**
- **25 days holiday entitlement**
- **11 Bank holidays and extra statutory days**
- **Permanent**
- **Full time, 37 hours week, 10:00 to 18:00, Monday to Friday, some flexibility expected, including attending evening meetings to support public meetings or civic functions, in accordance with service requirements.**
- **Honiton**

About the role

We have an opportunity for a practical and customer focused Facilities Officer to join our Buildings and Facilities Management Team.

You will help ensure that the Council's non-housing buildings remain safe, secure, compliant and welcoming for staff, councillors, visitors and other building users. This is a varied, hands on role involving the day to day operation of Council premises, routine inspections, building security, basic compliance checks and support for meetings and civic functions.

Your duties will include opening, securing and patrolling buildings; identifying and reporting defects or hazards; undertaking minor repairs within your competence; coordinating and escorting contractors; and monitoring standards of cleaning, security and service delivery. You will also maintain accurate records of inspections, checks and site activities.

The role includes setting up meeting rooms, furniture and audio visual equipment and providing an operational presence during Council and public meetings. This may involve responding calmly and professionally to challenging situations and contacting security or the emergency services when necessary.

The post requires flexibility in working hours, including attendance at scheduled evening meetings and civic functions. Advance notice will be provided wherever possible. You will also provide mutual cover for other Facilities Officers when required.

About you

We are looking for someone with experience in facilities management, caretaking, building support or a similar practical operational role. You will have a good understanding of basic health and safety principles and the ability to identify and report maintenance, security and compliance issues promptly.

You will be approachable, dependable and confident dealing with a wide range of people, including staff, councillors, contractors, tenants, visitors and members of the public. You will be able to work independently, use your initiative and manage challenging situations calmly and professionally.

Good communication, practical problem solving and basic IT skills are essential. You must also be comfortable undertaking light manual duties, including moving furniture, setting up rooms and carrying out minor repairs.

Experience of working in a public building, supporting public meetings or civic events, or undertaking routine building compliance checks would be an advantage. IOSH Working Safely, First Aid or conflict management training would also be desirable, although relevant training can be provided.

A valid driving licence and access to a vehicle are essential because the role involves travel between Council sites. Reasonable adjustments may be considered in accordance with the Equality Act.

The successful applicant will be required to provide satisfactory references and undertake a Basic Disclosure check.

Why Join Us?

At East Devon District Council, our people are at the heart of everything we do. Through our One Team East Devon approach, we work together across services to deliver the best outcomes for our communities.

Guided by our 'We Connect, Grow, Thrive' employee offer, we are committed to creating a workplace where people feel connected, supported to develop, and able to thrive. With a strong focus on wellbeing, flexibility, inclusion and learning, this is an exciting time to join us and help shape the future of local government in Devon.

What We Offer

- Competitive salary and Local Government Pension Scheme
- Flexible and hybrid working opportunities
- Generous annual leave entitlement
- Learning and development opportunities
- Health and wellbeing support
- A supportive and inclusive working environment

About Us

At East Devon District Council, our ambition is to be an outstanding and well-run council and making this an outstanding place to work is also at the very top of our agenda.

Ensuring all staff are Happy, Healthy and Here is a key objective for us. We offer a wide range of health and wellbeing arrangements to support staff and our Worksmart working arrangements provide high levels of flexibility, which is agreed within teams, including hybrid working. We recognise the importance of continuous learning and development and offer a wide range of opportunities and excellent staff benefits.

Apply

To apply online, please visit https://jobs.eastdevon.gov.uk/.

For more about working for East Devon District Council visit https://eastdevon.gov.uk/careers/working-at-east-devon-district-council/

For an informal discussion, please contact Jorge Pineda-Langford, Principal Building Surveyor on 07522 703733 or email jorge.pinedalangford@eastdevon.gov.uk.

Closing date: Midnight on Sunday 13th December 2026 with interviews planned for week commencing 11th January 2027. Date and time to be confirm. Interviews will be held at Blackdown House, Boarder Road, Honiton EX14 1EJ.

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Post Title:	Facilities Officer
Service:	Place, Assets and Leisure
Team:	Buildings and Facilities Management
Grade:	2
Responsible to:	Principal Building Surveyor
Responsible for:	Not applicable

Our Guiding Principles and Values

Our guiding principles and values underpin everything we do. They set out how we will go about our day to day work. We will:

- promote equal access and inclusivity
- consult and engage with our communities
- promote the health and well-being of our residents and colleagues
- deliver quality, accessible services – a great service, first time and every time
- be open, clear and transparent
- treat others and their opinions with respect at all times
- work towards reducing our carbon footprint and enhancing our environment
- Operate as one council team

Service Purpose:

To support the effective operation, safety and compliance of the Council's non-housing property portfolio by providing front-line facilities management services, operational support, contractor liaison and building user assistance.

Job Purpose:

The role ensures Council buildings are safe, secure, compliant and customer-focused, including support during public meetings and civic functions where required.

Core Accountabilities:

1. **Operational Facilities Management**
   - 1.1. Open, secure and patrol Council buildings in accordance with procedures.
   - 1.2. Undertake routine inspections to ensure premises are safe, clean and operational.
   - 1.3. Identify and report defects, maintenance issues and compliance risks.
   - 1.4. Carry out minor reactive repairs within competence.
   - 1.5. Coordinate and escort contractors on site.

1.6. Monitor cleaning, security and service delivery standards.

2. Health, Safety and Compliance

2.1. Undertake routine compliance checks (e.g. fire safety checks, emergency lighting visual inspections, water temperature checks where applicable).
2.2. Support implementation of site-specific risk assessments.
2.3. Report hazards promptly and ensure corrective actions are tracked.
2.4. Assist with accident/incident reporting procedures.

3. Public Meetings and Civic Support

3.1. Provide operational support during Council and public meetings.
3.2. Set up rooms, audio-visual equipment and furniture layouts.
3.3. Provide visible presence during meetings to ensure safety and orderly conduct.
3.4. Respond to disruptive behaviour in accordance with Council procedures (non-enforcement role).
3.5. Liaise with security or emergency services where necessary.

4. Customer and Stakeholder Liaison

4.1. Act as first point of contact for building users, members, contractors and visitors.
4.2. Provide courteous and professional customer service.
4.3. Assist tenants and hirers with access and operational queries.

5. Security and Asset Protection

5.1. Monitor building security systems.
5.2. Conduct lock-up procedures.
5.3. Report security breaches or suspicious activity.
5.4. Support emergency response arrangements.

6. Working Pattern and Flexibility

6.1. Flexibility in working hours, including attending evening meetings to support public meetings or civic functions, in accordance with service requirements.
6.2. Provide mutual cover for other Facilities Officers as required.

7. General Duties

7.1. Maintain accurate records of inspections and site activity.
7.2. Participate in training and continuous professional development.
7.3. Undertake other reasonable duties commensurate with grade.

8. Key Accountabilities

8.1. Safety and compliance of allocated buildings.
8.2. Positive user experience within Council facilities.
8.3. Professional conduct and representation of the Council.
8.4. Effective communication with line manager regarding operational risks.

9. Organisational Accountabilities

9.1. Make sure that the Buildings and Facilities Management Team offers a customer focused service using systems thinking principles.
9.2. Support the Council's approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.

9.3. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.
9.4. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.
9.5. Evaluate and assist in managing risk within the service.

PERSON SPECIFICATION – Facilities Officer

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/Training	▪ Good standard of general education (GCSE level or equivalent). ▪ IOSH Working Safely or equivalent. ▪ First Aid qualification. ▪ Conflict management training.	E D D D	Application Form
Knowledge	▪ Working knowledge of basic health and safety principles. ▪ Understanding of facilities/building operations in a public building context. ▪ Knowledge of local authority governance environments.	D	Application Form and Interview
Skills and Abilities	▪ Ability to work independently and use initiative. ▪ Strong communication and interpersonal skills. ▪ Ability to manage challenging situations calmly and professionally. ▪ Basic IT skills (email, record keeping systems). ▪ Practical problem-solving ability. ▪ Ability to carry out light manual tasks (room set-ups, minor repairs). ▪ Flexible approach to work, including the ability to adjust working hours to support evening meetings as required.	E	Application Form and Interview
EDDC Behaviours	▪ Simplicity in communication ▪ Systems Thinking & Excellence in Service Delivery ▪ Trust & Respect ▪ Accountability ▪ Working Together ▪ Excellence in Leadership	E	Application Form and Interview
Successful Experience in	▪ Experience working in a facilities, caretaking, building support or similar operational role. ▪ Experience dealing with members of the public in a professional environment. ▪ Experience identifying and reporting maintenance issues.	E D D	Application Form and Interview

	▪ Experience supporting public meetings or civic events.	D	
Special Requirements & Employee Screening Checks Required for Successful Applicant	▪ Ability to work outside of normal office hours (particularly to provide cover for evening meetings) for which notice will be given. ▪ A valid driving licence and own car are essential (reasonable adjustments may be possible according to the Equality Act). ▪ Right to work in the UK ▪ Check of qualifications essential to the Job ▪ References ▪ Basic Disclosure Certificate	E E E E E E	Interview Interview/ driving licence check Identity Check Original Certificates Reference Enquiries Criminal Record Check

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfil the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

JOB TITLE: Facilities Officer
POST NO's:
SERVICE: Buildings and Facilities Management; Place, Assets and Leisure

This role has been assessed for risk, and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	**Seldom or never**	**Level 4**	**Regular (2-3 times per week)**
Level 2	**Occasionally (once a month)**	**Level 5**	**Daily**
Level 3	**Fairly regularly (1 per week)**		

Potential Risks / Hazards / Exposures	**Level of Frequency**
Computer Use	**5**
Driving (Car)	**4**
Driving (HGV / LGV)	**1**
Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)	**1**
Prolonged sitting / standing	**4**
Exertion (other than lifting)	**4**
Lifting	**5**
Manual handling / repetitive movement (bending, twisting, reaching)	**5**
Customer contact / Working with the public	**2**
Face to face contact with abusive customers	**1**
Lone working	**3**
[1]Night working (3 hours or more between 11pm and 6am)	**1**
Shift working (rotational)	**5**
Use of chemical and/or skin irritants	**5**
[2]Head phone use / auditory performance / noise	**1**
[3]Hand arm and/or use of machinery vibration / noise	**5**
Outside working / inclement weather / sun	**2**
Working at height: ▪ short durations (step ladders / other access equipment) ▪ roofs / scaffolds / mobile elevating work platforms	**2**
Working in confined spaces	**2**
Exposure to bodily fluids	**2**
Exposure to infectious diseases	**1**
Exposure to asbestos	**1**
[4]Exposure to dust / fumes / vapours	**1**
Working with animals	**1**
Other – Specify	

The document was completed by the Buildings and Facilities Management Manager on 26/06/2026.

[1] Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

[2] Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

[3] Any post identified in levels 2-5 will require a hand arm vibration screening test

[4] Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)