

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

## Job Accountabilities

## Grade LP 2

<b>Job Title:</b> Facilities Assistant	<b>Job number:</b> CP0187
<b>Directorate:</b> Chief Executive	<b>Service Area:</b> Facilities Management

### JOB PURPOSE

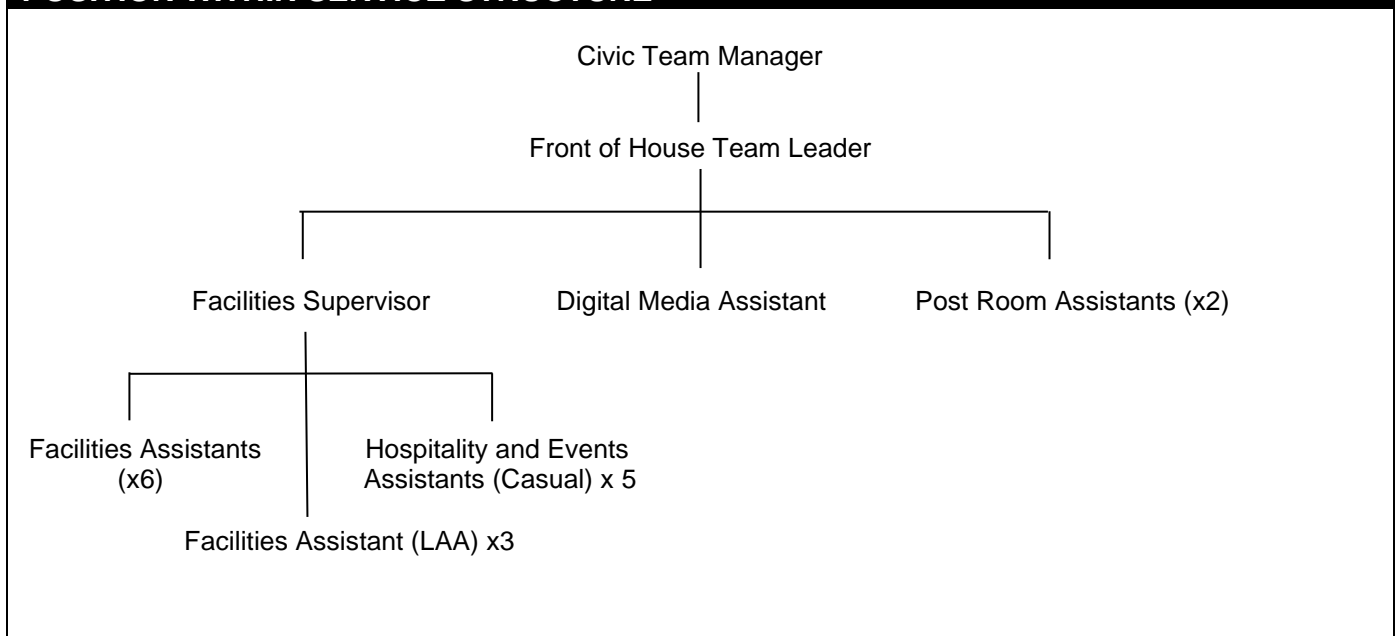
#### The Facilities Team key responsibilities are:

1. Opening closing of council buildings along with the security and Health and Safety (alarm testing, fire evacuation and first aid)
2. The moving of items between buildings or A and B such as post, books, furniture and consumable items
3. Driving council vehicles as a courier service
4. The ordering of stationery, kitchen and printing consumables and the paying of invoices
5. Contract management for the cleaning of buildings
6. Room and venue bookings including the set up and returning to original configuration of table, chairs and equipment
7. To act as a concierge for weddings in Town Hall Maidenhead and Guildhall Windsor and ensure the smooth running, help with parking and to assist in other events such as Elections and other civic and ceremonial ceremonies.

The post holder will report directly to the Facilities Supervisor and work on a shift basis on a rota over seven days. The post holder will take part in the out of hours duty on call rota for which an allowance will be paid and will be expected to wear a uniform that will be provided.

Facilities Assistant's will be collectively responsible for delivering the responsibilities 1-7, above ensuring customer satisfaction is high.

### POSITION WITHIN SERVICE STRUCTURE



## **JOB ACCOUNTABILITIES**

**Service delivery – the accountabilities for this role are linked to the following council strategic objectives:**

### **Putting residents first**

#### **Weddings and ceremonies**

- Act as a concierge by meet, greet, direct and advising ceremony guests arriving for weddings in RBWM buildings including at the Guildhall, Windsor and Town Hall Maidenhead
- Ensure the comfort and safety of guests/customers waiting in RBWM waiting room/areas. This will include monitoring the noise and behaviour and advising the public as appropriate.
- Show guests into the ceremony rooms at the appropriate time and guide them out of the building after the ceremony.
- Advise guests on availability of on-site or alternative car parking and assist with the entrance of bridal parties.
- Ensure that the ceremony room is kept clean and tidy, and the outside of the building is tidy and that there is no obstruction to bridal cars.
- Answer any queries that ceremony guests may have and/or refer these to the Registrar as appropriate and assist the Registrar with any matter as requested.
- Be responsible for the building while ceremonies are in progress, referring serious issues to Registrars on duty.
- Assist and attend as directed with Elections, Town Centre Management events, Civic events and Mayoral cover.
- To assist with the control of parking within designated parking areas associated to buildings.

#### **Meetings and venue hire**

- Responsible for the room bookings including the setting up and layout (tables, chairs and equipment), refreshments and breaking down of rooms, overseeing of meetings ensuring that the requirements, aspirations and safety of hirers are met in a timely and friendly manner.
- Work closely with stakeholders to assist in the meeting and greeting of customers at reception and other events/meetings/functions. This will include sign posting, assistance at cash machine and dealing with general customer enquiries where possible.

#### **Buildings**

- Distribution of post across all civic buildings.
- Drive a council vehicle Act as a courier delivering post and library books
- Repairs and defects are promptly fixed or reported.
- To move items between services and buildings (A to B)
- Assist in office moves as appropriate
- Ensure that areas are appropriately stocked with kitchen, printer and stationery consumables at all times.

#### **Staff and Building Security and Safety**

- Assist in the evacuation of buildings in case of fire.
- Responsible for providing response to alarm systems out of hours call out to all Council buildings on a rota basis and thereby maintaining their security.
- Responsible for the opening and closing of the Council's buildings across the borough as defined and for ensuring the safety of staff and their personal effects between the hours of 6am and 12 midnight.

- To carry out all duties and responsibilities with reasonable care for the health and safety of you and any other persons who may be affected by your acts or omissions at work and to co-operate fully with the Council in health and safety matters.
- Assist in the evacuation of buildings in case of fire or other emergencies.
- Report and record any property defects promptly

#### **Other**

- To have an ability to adapt readily to change and work effectively in a variety of situations and as part of a team.
- To be aware of the Council's aims, organisational values and behaviours and their impact on this post.
- Work shifts generally between 6am and 12 midnight including evenings and weekends
- To carry out the duties of the post in accordance with the Council's diversity policy.
- Respond to stakeholders' enquiries by phone and email in a timely and friendly manner, updating systems as appropriate of resolutions.
- The ordering and monitoring and delivery of cleaning, kitchen supplies, fridges and furniture and consumables for buildings
- Undertaking administrative duties such as ordering stationery and consumable orders for kitchens and printers, and associated invoicing
- To support the post room function as and when required
- To take delivery of items and stock and ensure it is appropriately signed off and delivered
- Allocate lockers as appropriate

#### **Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook, these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Equality of Opportunity
- CREATE- our corporate behaviours

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
<p>Qualifications and training</p>	<p>4 GCSE passes to include English and Maths or equivalent.</p> <p>Fluent in the use of the English language</p> <p>Understanding of COSHH regulations</p>	<p>Level 2 NVQ in Customer Service Level or equivalent experience</p> <p>Trained in First Aid at Work or Emergency First Aid at Work</p>	<p>Application form / interview</p>
<p>Job Competence summary (knowledge, skills, abilities, experience)</p>	<p>Excellent interpersonal and communication skills and ability to deal with challenging situations</p> <p>Demonstrable delivery of excellent Customer Service at all times</p> <p>Ability to work flexibly and with minimal supervision and problem solving</p> <p>Ability to use office equipment</p> <p>Significant experience in a first line customer contact environment</p> <p>Able to use Microsoft Office software or similar applications confidently and efficiently</p> <p>Ability to be trained in First Aid at Work</p> <p>Excellent customer service skills and evidence of promoting such skills</p> <p>Experience of negotiation and problem solving</p>	<p>Knowledge of the local area and communities</p> <p>General knowledge of all Council Services</p> <p>Knowledge of civic ceremonial protocol.</p> <p>Knowledge of alarm systems in buildings.</p> <p>Knowledge and experience of manual handling</p>	<p>Application form / interview / assessment</p>

Key Criteria	Essential	Desirable	How assessed
	<p>Evidence of identifying improvements</p> <p>Experience of manual handling</p>		
<p>Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)</p>	<p>Commitment to the aims and values of RBWM (CREATE)</p> <p>Self-motivated and able and willing to use own initiative</p> <p>Pro-active approach to work and a “can do” attitude</p> <p>Clean driving licence and able to drive a council vehicle</p> <p>This post will work Monday to Sunday on a rota, when evening and weekends are worked time off in the week will be given</p> <p>Enhanced DBS</p>		<p>Application form / interview / assessment</p>
<p>This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council’s English language fluency standard applies</p>	<p>The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.</p>		<p>The competent answering of interview questions in English.</p>