

## JOB DESCRIPTION



<b>JOB TITLE:</b>	<b>Facilities Officer</b>
<b>DEPARTMENT:</b>	Facilities
<b>REPORTING TO:</b>	Facilities Manager
<b>ACCOUNTABLE FOR:</b>	None
<b>HOURS:</b>	Up to 50 hours per week on rota shifts
<b>LOCATION:</b>	As assigned

### Job Overall Objective

- a) Support the Head of Property & Facilities and Facilities Manager in providing a comprehensive, effective and high performing delivery of facilities, security and health & safety services to Ruach City Church (RCC) customers, ministries and stakeholders, ensuring that RCC complies with all current safety and management legislation;
- b) Assist the Head of Property & Facilities and Facilities Manager with the continued development of RCC through the provision of effective and efficient processes and procedures to assure the high standard and service excellence is delivered;
- c) Be responsive as one of the first point of contact for all visitors and as such the face of the facilities team, providing professional and high quality service;
- d) To manage and prioritise own workload to deliver a professional service to customers of RCC;
- e) To promote and participate in achieving the most efficient and economic use of the RCC building, facilities, equipment and resources, and that all visitors to RCC receive a welcoming and safe experience.

### Additional Contextual Information

Establish and maintain good working relationships with Head of Property & Facilities, Facilities Managers, other Facilities Officers and other teams to facilitate teamwork.

Each facilities team member will be expected to develop and maintain a good understanding of a broad range of general facilities services and knowledge, to ensure service is covered in the absence of facilities colleagues/managers and delivered within service level agreements / deadlines.

## KEY TASKS / MAIN DUTIES

### Development responsibilities

#### Aiming for Excellence

1. Deliver a high standard of performance in assigned area of responsibility to deliver the facilities department aims and objectives.
2. Comply with property, facilities and HR policies and procedures, ensuring facilities processes and procedures are robust and fit for purpose to meet the needs of the organisation.
3. Comply with building safety and management, H&S regulations, best practice and in-house policies such as data protection and confidentiality.

#### Working Together

4. Establish and maintain good working relationships with facilities colleagues, ministry teams and stakeholders to ensure our property and facilities plan is delivered to agreed targets.
5. Provide accurate, easy to understand facilities information, reports or analysis which may be requested by colleagues, senior management or trustees.

### Operational responsibilities

#### Aiming for Excellence

Manage own workload to ensure excellent standards of service delivery, high quality property and facilities completeness / accuracy of tasks/records and that service level agreements are met, for the following areas:

### Buildings Maintenance

Support the maintenance of the RCC assigned location to be in a good state of repair and appearance including all buildings, facilities, pathways, grounds and gardens.

#### Aiming for Excellence

6. Undertake assigned emergency and planned maintenance and repairs within capability or contact contractors/services when necessary; respond effectively and maintain a log of such works.
7. Maintain all equipment, tools and resources in a safe and good condition; liaising with external suppliers and services where required.
8. Maintain the location grounds to a high standard including all lawns, beds, weeds, trees, leaves and gardening; ensure grounds are litter free. Where required, liaise with external contractors to maintain cost-effective schedules.
9. Deliver to a high standard on assigned maintenance building projects under the supervision of the Facilities Manager: painting, building services, repairs.
10. Supervise all contractors on site, ensuring that all health and safety requirements are met, including risk assessments, hot work permit, asbestos register completed and staff are informed of works being carried out; monitor their performance and inspect completed work.
11. Undertake routine inspections of the site including daily, weekly, monthly and annual maintenance checks and tests; log all inspections, service and checks on the H&S log sheet.
12. Maintain computerised record of all regular checks undertaken in preparation for any internal inspections or by external organisations.
13. Supervise the heating and lighting systems throughout the premises; arrange to remedy any problems and participate in cost saving projects.
14. Be aware of the location of essential services including water isolation valves, fire points, drainage systems. gas and power supplies.
15. Regularly inspect the inspection of all drains and gullies for blockages remedying as necessary.

16. Regularly visually inspect outside areas for defects and potential hazards including condition of boundaries, fencing, building exteriors and trees.
17. Assist with the development and management of major programmes and projects for the development, improvement and maintenance of RCC's land and property assets.
18. Ensure all hazardous substances are locked away securely at all times.
19. Assist in the organisation of small and medium scale office moves and movement of other items to meet organisational need being compliant with H&S policies including manual handling.

#### **Working Together**

20. Work and communicate closely with other facilities managers and officers, so that all the team are updated, aware and knowledge is shared.
21. Verbal handover with facilities manager/officer when handing over shift and hand over building keys, informing manager/officer of any issues or important information.

#### **Acting with Integrity**

22. Undertake and document a regular risk assessment as assigned or required / health and safety checks.
23. Contribute to RCC's objectives of achieving greater value for money in the maintenance and day to day running of the buildings and location.
24. Effectively monitor, negotiate and provide value for money on purchases and services.

### **b) Fire and Safety**

As one of the designated Fire and Security Officer for assigned site and responsible for evacuations/drills, ensure that all systems are regularly maintained and tested, appropriate records kept and all related policies and procedures are reviewed and updated as necessary.

#### **Aiming for Excellence**

1. Ensure the buildings are locked and unlocked at appropriate times (including daily opening and closing); setting and disarming of alarm systems.
2. Monitor vehicles on site and liaise with the Head of Property & Facilities to regularly assess and review traffic & parking policy to ensure optimal safety.
3. Ensure internal security procedures are adhered to; reporting any issues to the Head of Property & Facilities.
4. Regularly walk around the building every 2-3 hours, including any night shift, to monitor maintenance standards, lighting and heating use and that windows and doors are secured. Check that no taps are left on in public areas or no leaks. Report and act upon any issues, e.g. vandalism, health & safety concerns and equipment faults with manager or the appropriate staff/volunteers.
5. Test fire alarm call points weekly and regularly check other fire equipment e.g. extinguishers for damage or expiration; change batteries in detection equipment as required, break glass units, smoke alarms; maintain logs of all checks. Liaise with the fire and security contractors to arrange for servicing and repairs.
6. Ensure all doors are open, fire exits clear whilst activities are taking place, and the doors are closed prior to locking/closing the building.
7. Maintain the Fire Risk Assessment, updating where appropriate and resolving any issues.
8. Provide safe access to buildings in the event of snow, minor floods and similar emergency situations; check pathways, walkways and stairs are free from algae, moss and any substance that can cause a trip, slip or fall.
9. Initiate the necessary procedures quickly and accurately relating to the emergency services, e.g. Police, Fire, Gas and Electricity Board.
10. Participate in the continuing development of robust, transparent health and safety systems and procedures.

## **c) Facilities and Transport**

Support in providing a facilities and transport service to ensure supplies are in place, rooms are set up as required and church/event activities can proceed as expected.

### **Aiming for Excellence**

1. Deliver the transfer of goods and materials to the appropriate RCC location(s) as assigned; assist with assembly of goods received where necessary and report any defects; all deliveries are to be stored safely and securely and person receiving the delivery is to be informed of receipt.
2. Ensure the regular setting out and clearing away of furniture, equipment e.g. flip chart, power point facilities, heating, chairs, tables and other items when required in connection with activities, events and so on; anticipate the type of resources that will be required for the type of meeting, event or activity that will be taking place, otherwise make appropriate enquiries from the meeting organiser.
3. Deal appropriately within security boundaries with any persons whose actions/behaviour could cause risk/damage to Ruach property, staff or visitors; report any incidents on the appropriate form, manager or utilise lone working device.
4. Ensure access is provided to building by only approved persons, and all visitors are to sign in and out of the visitors signing in/out book; in the case of an evacuation the signing in/out book is to be taken to the assembly point.
5. Issue radio to all visitors when appropriate, to keep in communication with attendee for health and safety purposes.
6. Drive the RCC minibus for assigned jobs in the event that volunteer drivers are unavailable, subject to the provision of appropriate training.

## **d) Cleaning and Welfare**

Ensure that the site is kept clean, tidy and attractive so that first impressions are of a high standard, and to minimise risks to the health and safety of those using the building and to ensure the activities of RCC can take place in a suitable environment.

### **Aiming for Excellence**

1. Supervise cleaning contractors and ensure high standards are maintained, and value for money achieved.
2. Deliver on refuse and recycling procedures; regularly ensure all bin areas are cleaned to keep hygienic and deter pests and rodents; remove all rubbish to assigned waste bins.
3. Ensure all outside areas are kept clean and tidy, e.g. litter clearance, leaf and tree debris clearance, waste bin areas.
4. Ensure emergency/deep cleaning is carried out as required.
5. Monitor supplies of drinking water and sundry items; replenish water bottles at water dispensers.
6. Check hygiene log for maintenance issues to be dealt with or followed up.

## **e) Car Park (Kilburn)**

### **Aiming for Excellence**

Deliver a high performance of car park services ensuring compliance in the following areas:

7. All vehicle registration numbers to be recorded and payment taken for all parked cars, except our prepaid customers;
8. Process car park takings at the end of the shift (7pm) in a secure room with a facilities manager/officer (2 persons must process and secure money with both signatures), and money is to be securely left in finance or designated place.
9. Keep the car park tidy and clean, clearing away any rubbish regularly including in the alleyway adjacent to the car park.

10. Car park attendant to manage parking correctly in bays so that all bays are utilised; be clearly visible, approachable and assist customers professionally; have a radio to communicate with other facilities manager/officer(s); must not park anyone's car; have their lone working device accessible, if required.
11. All incidents must be reported using the incident form, communicating with manager or utilising lone working device.
12. All accidents or any cars left in car park for more than one day are to be reported to manager.

#### **Working Together**

Provide general assistance, support and cover in the day to day operation of the Facilities Department, developing sufficient knowledge to provide cover for the key responsibilities of Facilities manager and other Facilities officers within the department and at other locations.

### **f) People management**

#### **Aiming for Excellence**

1. Assist on the commissioning, procurement and management of external support for the delivery of property and facilities management services and activities, including contracts, surveys, repairs, maintenance, agreements, health & safety and other delivery areas as required.

#### **Working Together**

2. Supervise, train and support other Facilities staff and volunteers including induction;
3. Work with colleagues to recommended service levels and standards to manage customer expectations.

### **g) Customer Service Standards**

#### **Aiming for Excellence**

1. Develop, communicate and maintain customer service standards and levels in accordance with Ruach City Church's AWARE values to deliver service excellence.
2. Deliver and promote customer service which is welcoming, professional, helpful and efficient approach to staff and volunteers when dealing with all personnel on the telephone, face-to-face, by email and through all communication forums.
3. Ensure customer confidentiality and compliance with data protection in handling personal information.
4. Deal with complaints or complex cases effectively.
5. Participate in setting and delivering service levels and service standards.
6. Act as a role model in service delivery.
7. Represent the organisation in a professional manner in all activities and in line with organisation values.

### **e) General:**

#### **Aiming for Excellence**

1. Demonstrate behaviours which promote Ruach City Church's AWARE values in all areas of the role, procedures and processes.
2. Proactively identify problems/challenges directly relating to Ruach City Church services and offer creative solutions for them.
3. Comply with Ruach City Church's health and safety policy, reporting any matters of concern to the Health and Safety representative.
4. Comply with Ruach City Church's data protection policy, reporting any matters of concern to the Data Protection Officer.
5. Promote the interests of Ruach City Church, its networks and its policies in all areas of work.
6. Undertake personal and professional development as required for the role. Keep abreast and up-to-date with professional development issues, legislative changes and best practice

7. Carry out any other duty commensurate with this role at the request of the Head of Property & Facilities, Facilities Manager or Senior Management.

**Working Together**

8. Attend staff meetings and training and other meetings as appropriate to the role.

**Acting with Integrity**

9. Ensure 'best value' by ensuring staff resources are deployed effectively and efficiently through good time management.

**Respecting each Other**

10. Promote Ruach City Church's Equality and Diversity policy and practices in all aspects of duties in relation to our congregation, visitors, staff, volunteers, contractors, consultants, customers and general public.

<b>Job Dimensions</b>	
Staff:	None
Stakeholders:	<ul style="list-style-type: none"> <li>a) All employees</li> <li>b) RCC Partners and other volunteers</li> <li>c) Suppliers and contractors</li> <li>d) General public and visitors</li> <li>e) Regulatory and statutory bodies relating to building and health &amp; safety</li> </ul>
Budgets:	None
Assets:	Operational responsibility for building and health & safety equipment and resources
Volumes:	Worship centres capacity seating: Brixton – c. 1,200 Kilburn – c. 3,500 Walthamstow – c.400 Norbury – c.100 Birmingham – c.400
Legal or compliance:	Ensuring compliance with building and health & safety regulations and legislation including data protection and confidentiality.

## PERSON SPECIFICATION

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<b>DEPARTMENT:</b>	Facilities
<b>REPORTING TO:</b>	Facilities Manager
<b>ACCOUNTABLE FOR:</b>	None
<b>LOCATION:</b>	As assigned

	Essential	Desirable
<b>Qualifications &amp; Knowledge</b>		
A Craft qualification and expertise (C&G, NVQ, QFC) minimum Level 3		✓
Understanding and working knowledge of health and safety regulations	✓	
Good knowledge of basic maintenance and repairs	✓	
Literacy and numeracy to level required to understand technical information and mix solutions in line with manufacturer's instructions	✓	
First Aid certificate		✓
<b>Experience</b>		
Experience of working in facilities / health & safety / security industry	✓	
Experience of delivering customer excellence to customers, staff, suppliers/, contractors and stakeholders	✓	
Experience of dealing with simultaneous and often conflicting demands from more than one person	✓	
Experience of overseeing the work of contractors and ensuring standards and specifications are met		✓
Experience of working with volunteers, or relevant experience of working with people with diverse needs and abilities		✓
Experience and evidence of developing and implementing initiatives to support organisational strategy and develop high performance	✓	
<b>Skills</b>		
Excellent customer service skills	✓	
Able to carry out manual work including lifting as well as minor fault finding and repair and this will include general handyman responsibilities	✓	
Ability to problem solve, delivering clear solutions/outcomes and exercise good judgement	✓	
Good communication skills: verbal, written	✓	
Ability to manage and prioritise workload efficiently to achieve demanding deadlines	✓	
Excellent time management, organisational, planning and implementing skills	✓	
Proactive in identifying problems or areas in need of improvement and providing solutions to foster continuous improvement	✓	
Proficiency to use basic level Microsoft Word and Outlook	✓	
Good level attention to detail, accuracy and ability to organise and prioritise own workload	✓	
Ability to establish and maintain good working relationships at all levels of the organisation	✓	
Team player with the ability to work well with others in a multi-denominational and multi-site context, and contribute to a positive team environment.	✓	

	<b>Essential</b>	<b>Desirable</b>
Highly motivated, able to work independently to high standards and under own initiative	✓	
Ability to work well and remain calm in demanding circumstances	✓	
Good negotiating skills to achieve best value		✓
<b>Commitment</b>		
<b><u>Professional/Policies</u></b>		
Commitment to deliver excellent customer service	✓	
Demonstrate and promote Ruach City Church's AWARE values in all areas of work and role	✓	
Adhere and promote Health and Safety legislation and polices	✓	
Adhere and promote Ruach City Church's equality and diversity policies	✓	
Commitment to work consistently to accepted practice, policies and procedures	✓	
Commitment to demonstrate and promote strict confidentiality and data protection principles	✓	
<b><u>Personal</u></b>		
A lifestyle in choices, words and practice demonstrating characteristics that are in harmony with Christian values, including reliability and integrity	✓	
Agreement with Ruach City Church values	✓	
Demonstrates a commitment to the process of continuous improvement and positive change	✓	
Willingness to travel between Ruach City Church locations and wherever reasonably required for the role	✓	
Commitment to undertake a Disclosure & Barring Service check on appointment and every 2 years thereafter	✓	
<b>Other</b>		
Current clean driving licence and willingness to drive a company minibus/vehicle (low driving penalty points may still be considered)	✓	