

ROLE PROFILE

Role Title:	Facilities Operative
Department:	Facilities
Role Purpose:	<p>To provide a range of facilities support services to Midland Heart's Head Office building, touchdown office points, and commercial units as required, ensuring that customers are provided with high quality office environments which are safe, healthy, clean and productive.</p> <p>Working closely with the Facilities Operations Supervisor, and as part of the Facilities team, you will undertake a variety of building maintenance task, both planned and reactive to ensure the smooth running of Midland Heart office and commercial buildings across the Midland Heart geography.</p> <p>This will include shift work, on call and occasional weekend working. Where you are required to be on call, an additional allowance will be paid.</p>
Reporting to:	Facilities Operations Supervisor
Responsible for:	None
Disclosure level:	Standard
Role Level:	<u>Frontline Worker</u>
Key Role Responsibilities	<p>To open and close the building following the opening and lock up procedure including the operation of the intruder alarm system, including holding a building key to the Bath Row offices.</p> <p>To assist in cleaning operations as required</p> <p>To undertake planned and reactive painting duties including the removal of graffiti.</p> <p>To carry out planned and reactive repairs in a variety of trades as and when required.</p> <p>To undertake weekly, monthly and quarterly Planned Preventative Maintenance (PPM) work as per the PPM schedule, which requires occasional weekend working in line with the PPM rota</p> <p>To undertake weekly site inspections including fire alarm testing and recording results, at the Bath Row office.</p> <p>To undertake general portage duties including the lifting and moving of goods, stationary, furniture and equipment, setting up meeting rooms and to delivering items to required locations within the building, to other offices or to store.</p> <p>To undertake and record site inspections, including void offices and commercial units.</p> <p>To communicate with the Management Agent for Midland Heart's commercial units in relation to works required and liaise with contractors, meeting them on site to obtain quotations and arrange for works to be carried out.</p>



To undertake facilities services to support the “Touchdown” offices as part of regular scheduled visits, and to support the maintenance of facilities service at other offices locations as required.

To carry out surveys at Care and Support schemes and provide support in the re-organisation of office space and furniture.

To assist with the opening, delivery, collection, franking and mailing of post, ensuring that all outgoing mail is despatched in the most cost effective way.

To maintain all entrances ensuring outside steps, car park and external approaches are clear, free from litter and weeds and kept in a safe condition including gritting before and after snowfall or during periods of heavy frost and clearing snow.

To clean diffusers, light shade, fittings, grills and replace lamps.

To be familiar with the operation of the building plant, equipment and systems including heating, cooling and hot water systems, boilers, pumps and associate distribution systems and any BMS.

To identify building and maintenance faults and rectify where possible and where not possible, to report faults to the Facilities Operations Supervisor and/ or maintenance contractors.

To relocate and replace ventilation grills, lights, floor boxes containing power and data connections, ceiling tiles, carpet tiles and other such items within the capability of the role as directed by the Facilities Operations Supervisor.

To monitor and report faults with fire precautions equipment.

To undertake emergency call outs to buildings as required including out of hours and to assist in the rectification of issues that prompted the call out.

To be a member of the emergency response team including acting as a fire marshal in the event of building evacuations.

To be one of a number of qualified first aiders in the team and provide first aid to any casualty or person suffering illness.

To support the relocation of furniture, files and staff around the building and to other locations, and remove items that are no longer required

To maintain the photocopiers in operational order including changing toner cartridges and resolving paper jams and reporting faults to the Facilities Operations Officer.

To remove and manage waste, ensuring different types of waste are segregated into the appropriate paladins and to take waste to recycling centres as required.

To support initiatives aimed at reducing the buildings carbon footprint including taking metre readings and collection data.

To maintain accurate records of facilities infrastructure, including maintenance records.

To provide cover in the Facilities office for customer queries and to manage the Service Manager desk in relation to building related queries.

To operate and maintain a company vehicle in a clean and road worthy condition at all times.



	<p>Carry out ad hoc administrative duties from time to time, as required.</p> <p>To take responsibility for personal development to ensure you have the required skills, knowledge and competence to fulfil the role.</p> <p>To encourage and promote the values of Midland Heart and comply with the required standards of conduct.</p> <p>To actively promote that Midland Heart values its commitment to equality and diversity.</p> <p>To meet the Health & Safety responsibilities appropriate to the job band ensuring safe working practises are carried out at all times and work in accordance with Health and Safety policy, procedure and legislation.</p> <p>Contribute to the training and development of other staff.</p> <p>Undertaking other duties commensurate with the grading of the post as may be required from time to time.</p>
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<p>Education, Qualifications and Training</p>	<p>A trade qualification relevant to facilities management or equivalent demonstrable skills.</p> <p>Basic numeracy and literacy skills.</p> <p>Be willing to obtain a first aid qualification.</p> <p>Have a manual handling qualification or be willing to gain one.</p> <p>Be willing to develop job related skills.</p>
<p>Knowledge and Experience</p>	<p>Have experience of maintaining office building plant and fabric.</p> <p>An understanding of the Facilities Management function.</p> <p>Have a good understanding of office building plant and systems and how to maintain such equipment.</p> <p>Good awareness of health and safety working practices.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Be able to manage the completion of tasks to levels of quality prescribed by management.</p> <p>Basic IT skills but with capability to learn how to use different applications.</p> <p>Good communication skills including written and oral.</p> <p>Be able to prioritise requests from a variety of sources.</p> <p>Problem solving skills and ability to work under pressure and maintain customer focus.</p> <p>Have good customer skills including on the telephone, email and face to face.</p> <p>Be able and willing to move furniture and other objects</p> <p>Customer focused - always assessing the impact and benefits for customers as the first priority.</p> <p>Be able to work flexibly both as a member of the team and on your own initiative.</p> <p>Able to work co-operatively and productively with customers, other teams, functions and suppliers earning their respect and confidence.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>
<p>Other</p>	<p>Be prepared to work shifts, evenings and weekends as required.</p> <p>Have a full, current manual driving licence.</p> <p>Be willing to travel to sites across the Midland Heart geography.</p>