

# Job Description



<b>Job Title:</b>	<b>Facilities Assistant</b>
<b>Reports to:</b>	Venue Supervisor
<b>Job Level:</b>	FC03
<b>Responsible For:</b>	No Supervisory Responsibility
<b>Job Purpose:</b>	<p>To provide direct support to Venue Warden staff and Venue Management to undertake duties relating to the operation of buildings and surrounding grounds, ensuring minimal disruption to the daily activities for users and providing direct customer engagement and support.</p> <p>Mainly based at one principal location, such as Rothes Halls or Lochgelly Centre, but may be required to undertake duties at other locations under the direction of Venue Management.</p>
<b>Key Tasks &amp; Responsibilities:</b>	<p><u>Building Operation</u></p> <ul style="list-style-type: none"><li>• Ensuring the building and its contents are maintained to a high standard in relation to safe operations and ensuring customer needs are met. Following good housekeeping standards with items stored appropriately in a safe and accessible area</li><li>• Undertaking room and auditorium set-ups &amp; clear outs in all areas of the building as required by all users (including but not limited to: setup/removal and storage of chairs / tables, erecting and dismantling stages and platforms, audio visual and catering setups)</li><li>• Undertaking routine and top up cleaning, ensuring that establishments are clean and fit for purpose. Ensuring that litter is also cleared regularly from all external areas of the establishment</li><li>• Assisting clients with the loading and unloading of goods and equipment and any other porter duties</li><li>• Permitting access to the building and its facilities to staff, clients, performers, contractors, suppliers and other authorised visitors</li><li>• Reporting any emergency, maintenance or repair requirements and completing appropriate paperwork accurately</li><li>• Liaising as required with outside contractors either directly or through Fife Council Property Services staff, ensuring all visiting contractors adhere to safe working practices whilst onsite</li><li>• Carrying out condition/stock audits on core user facilities including tables, chairs, office equipment, signage etc.</li><li>• Receiving and signing in all deliveries of goods and services and arranging delivery to destination, including local courier and post</li><li>• Periodically checking the lighting system throughout the building, ensuring that internal and external areas are adequately lit, including</li></ul>

replacing lighting materials and fuses in accordance with agreed procedures

- Ensuring the required temperature levels are maintained throughout the venues

#### Client Support Duties

- Demonstrating a high standard of customer care and responsiveness to both internal and external customers and clients
- Supporting the Venue team in the delivery of service provision including café, library, museum, bar, theatre, etc.
- Providing support on the welcome/reception counter, dealing with enquiries from members of the public in person, over the phone or via email communications; some of this may involve the use of a computer
- Supporting the Venue with administrative support to ensure service delivery is maintained for customers, contractors and team members

#### Building Security

- Ensuring that all buildings are secure and co-operating with all appropriate personnel and agencies in maintaining the security of the premises
- Providing security of the building and its contents through performing regular patrols and inspections
- Undertaking delegated keyholder duties and responsibilities including locking and unlocking buildings and various rooms ensuring buildings are left secure
- Informing the appropriate member of staff as and when security or safety risks arise, taking appropriate action where it is deemed safe to do so, including liaison with the police, e.g. in relation to unauthorised entry or vandalism
- Monitoring and operating all alarm and security systems including fire, intruder, CCTV, door entry systems and building key management
- Responding to out of hours alarm call outs designated buildings

#### Health & Safety

- Responding to problems, issues, incidents and accidents
- Resolving issues, either as part of a team or using own initiative
- Reporting all problems, issues incidents and accidents to the Venue Supervisor/Manager
- Conducting compliance checks and completing associated documentation within specified timescales and reporting non-compliance when required on an ad hoc basis

Compliance checks including but are not limited to:

- Fire equipment checks (fire extinguishers, call points, fire blankets, fire suppression systems, fire alarm testing)
- Emergency escape routes (doors, routes, chains, bars)
- Emergency lighting tests and emergency signage checks
- First aid supplies (location and stocks checked)
- Ladder inspections
- Legionella control systems
- Asbestos monitoring
- Chemical storage & correct use
- Humidity/temperature control for collections

- Public health advice stock checks as required (sanitisers, masks, gloves etc)
- Monthly health & safety audits
- Reporting any significant matters of non-compliance to the immediate attention of the Venue Supervisor/Manager
- Monitoring and controlling the condition of the heating and ventilation systems, notifying the appropriate Supervisor/Manager of the need for repair or maintenance
- Responding to poor weather situations (flooding/snow/ice clearing) ensuring safe pedestrian access to all areas
- Monitoring all areas to ensure it is compliant and following all current guidance and legislation regarding COVID-19
- Undertaking training and being a first-aid appointed person whilst on duty
- Liaising as required with outside contractors either directly or through property services staff, ensuring that contractors comply with relevant aspects of health and safety legislation

#### Working Conditions

- Flexible working required, covering weekends and evening work
- The postholder may be required to perform duties, appropriate to the level of the post, other than those given in the role profile
- Lone working will be required in the role

#### Transportation

- Using manual handling procedures to transport materials and equipment throughout the building, ensuring that these are stored appropriately in accordance with health and safety legislation

### **Working Conditions:**

#### ***Flexible working***

You may be required to work at any other place of work within Fife, as reasonably required by OnFife.

Flexibility is required and access to transport is necessary, as there will be travel throughout the region

Weekend and evening work form a necessary part of the working week, for which enhanced premiums are paid.

### **Other Duties:**

The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile.

The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore; justify reconsidering the grade for the job. Such variations would be reflected in an updated job profile.

# Person Specification

## Facilities Assistant

Attributes	Essential	Desirable	Assessment
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working to processes and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of a similar environment</li> <li>• Cleaning experience</li> <li>• Experience of testing fire and other alarms systems</li> </ul>	Application Interview
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• SCQF level 2</li> </ul>		Application Interview
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to provide regular and effective service which can be physically demanding</li> <li>• Able to cope under pressure</li> <li>• IT skills</li> <li>• 'Can Do' Attitude</li> <li>• Time management skills</li> <li>• Willingness to undertake training</li> <li>• Able to participate in out of hours alarm call out rotas</li> <li>• Problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of security issues</li> <li>• Knowledge of Health and Safety at work</li> <li>• Initiative taking skills</li> </ul>	Application Interview
<b>Interpersonal &amp; Communication Skills</b>	<ul style="list-style-type: none"> <li>• Organisational skills</li> <li>• Good communication skills</li> <li>• Strong Interpersonal skills</li> <li>• Good customer care skills</li> </ul>		Application Interview