

WEST YORKSHIRE FIRE AND RESCUE SERVICE

JOB DESCRIPTION

POST:	Facilities Officer
GRADE:	Grade 7
LOCATION:	Property Services - Fire Service Headquarters / Hybrid Contract but expected to travel to any site across West Yorkshire
RESPONSIBLE TO:	Facilities Manager
RESPONSIBLE FOR	Caretakers
PURPOSE OF POST:	<p>To manage the Planned Preventative Maintenance regime to ensure compliance and the optimal working efficiency of building services and facilities across the estate.</p> <p>To manage the Reactive Repairs, ensuring they are complete in a timely manner so service delivery isn't affected.</p> <p>To provide hands-on management of building services, systems and controls – undertaking routine inspections and diagnostics as necessary. Specifying minor work schedules, projects and small refurbishments..</p> <p>To manage contractors and undertake project management and clerk of works duties in regard to related programmes and projects.</p>

MAIN DUTIES AND RESPONSIBILITIES:

- 1 To manage the supervision of appointed contractors and service providers (including any in-house service providers) to ensure the required Planned Preventative Maintenance and Routine Servicing regimes are delivered to agreed specification and schedule; and that quality records are maintained and updated in a timely manner.
- 2 To consider defect notices and quotations raised by contractors to replace worn or defective equipment and to approve as appropriate the necessary works or services in a timely manner to avoid service failures and minimise downtime.
- 3 To analysis and advise the Facilities Manager on operational issues, failure patterns, efficiency and value-for-money priorities to replace, repair, upgrade or refurbish worn, defective or obsolete building services and systems including mechanical, electrical and security installations together with estimated budget cost and risk assessments.

- 4 To prepare and issue invitations for quotations to existing approved contractors or to commission competitive tendering to the market (in liaison with the Procurement Manager), evaluating responses and presenting the results and recommendations to the Facilities Manager for approval or otherwise.
- 5 To raise purchase / works orders to consultants, contractors & suppliers within the delegated authority levels of the post-holder; ensuring purchase orders are “receipted” in a timely manner and that invoiced sums are verified for payment or otherwise in accordance with the Authority’s’ procedures and financial regulations.
- 6 To effectively manage assigned contracts including monitoring, reporting and managing performance; ensuring accurate records are maintained for audit and dispute resolution purposes; recording meetings and for ensuring compliance with contract terms & conditions and service specification; escalating issues as appropriate.
- 7 To produce, compile and maintain a library of relevant technical specifications, user manuals, guides and drawings etc for building services and systems across the estate; and to make these available to consultants and contractors as appropriate.
- 8 In consultation with the Compliance Officer, to manage and mitigate risks where possible through the proactive assessment of contractors’ Health & Safety plans and Risk Assessments and Method Statements (RAMS) to ensure appropriate procedures and safeguarding practices are employed on-site.
- 9 To manage the installation and maintenance of various access and security systems across the estate.
- 10 To ensure Health & Safety standards; performing the customer responsibilities under the Construction, Design and Management Regulations (CDM) as appropriate; and for ensuring compliance by contractors and suppliers with Health & Safety, Environmental and Industry Good Practice requirements.
- 11 To compile, update and maintain the Property Asset Management System.
- 12 To supervise and manage the team of Caretakers.
- 13 To ensure Health & Safety standards are communicated to, and adhered to by employees of the Authority, contractors and consultants as far is reasonably possible.
- 14 To comply with and promote the Authority’s:
 - a) Health & Safety and Environmental Policies
 - b) Equality and Diversity Policies
 - c) Information Security Management System Policies
 - d) Safeguarding Policies
 - e) Business Continuity Policy and Contingency arrangements
- 15 To provide operational cover for other members of the Property Services team during periods of absence or as and when required.

16 To carry out any other reasonable duties required by the Facilities Manager.

PERSON SPECIFICATION

	Experience	Essential/ Desirable	Source
1	Demonstrable experience in a Building Services or Facilities Management role within a multi-sited environment of comparable scale and complexity	Essential	Application & Selection Process
2	Experience of directly managing planned preventative maintenance and routine servicing regimes to good effect.	Essential	Application & Selection Process
3	Experience and understanding of inspecting building systems and services; in diagnosing problems and operating controls.	Desirable	Application & Selection Process
4	Demonstrable experience of contractor supervision and Clerk of Works duties	Essential	Application & Selection Process
5	Developed knowledge and practical use of Property Asset Management Systems and records including other electronic applications,	Essential	Application & Selection Process
6	Use of Auto- Cad and the ability to amend existing drawings and create new drawings for schemes / projects	Desirable	Application & Selection Process
7	Teamwork experience in a busy, dynamic, work environment and with a varied, intensive workload	Essential	Application & Selection Process
8	Willingness to work outside of normal office hours for the contingency of the service e.g., evenings and weekends as necessary to ensure building services are quickly restored to working order or to avoid unnecessary disruptions.	Essential	Application & Selection Process

	Education and Training (* or willingness to obtain the required qualification(s) within 6 months of appointment)	Essential/ Desirable	Source
9	BTEC Higher in Construction (HNC) or Facilities Management	Desirable	Application & Selection Process
10	Relevant and varied post-qualification experience in Building maintenance / facilities management or building trade qualification / background NVQ level 3.	Essential	Application & Selection Process
11	Membership of Chartered Institute of Building or equivalent	Desirable	Application & Selection Process
12*	NEBOSH – National General Certificate or Certificate in Environmental Management or equivalent, or willingness to undertake the qualification in the first 12 months of appointment.	Essential	Application & Selection Process
13	General knowledge of legal and procurement procedures in relation to property and facilities contracts.	Essential	Application & Selection Process
14*	Good working knowledge of the Construction, Design and Management (CDM) regulations.	Essential	Application & Selection Process

	Special Knowledge and Skills	Essential/ Desirable	Source
15	Working knowledge of the overall purpose, design, component parts, controls and operation of building services and facilities.	Essential	Application & Selection Process
16	Confident - with well-developed interpersonal and communication skills.	Essential	Application & Selection Process
17	Results orientated – to ensure the Authority’s’ properties and facilities are maintained to a high operational standard.	Essential	Application & Selection Process
18	Ability and initiative to prioritise workloads with minimal supervision to achieve desired objectives and outcomes.	Essential.	Application & Selection Process
19	Well organised with the ability to multi-task and work flexibility.	Essential.	Application & Selection Process
20	Understanding of the concepts of customer care, value for money and continuous improvement.	Essential	Application & Selection Process
21	Ability to pay close attention to detail to ensure data quality is maintained to a high standard of accuracy.	Essential	Application & Selection Process
22	Ability to climb ladders and scaffolding to access site works or high-level areas for inspections.	Essential	Application & Selection Process
23	Possess and maintain a current driving licence.	Essential	Application & Selection Process
24	The ability to chair meetings including recording minutes and actions from the discussions.	Desirable	Application & Selection Process
25	Financial awareness and responsibility to check and authorise invoices from various contractors and suppliers in line with contract procedure rules and standing orders.	Desirable	Application & Selection Process

Annual Appraisal Objectives:

To effectively manage Contractors and the in-house Technicians and Caretakers to ensure all Planned Preventative Maintenance and Routine Servicing Programmes are completed on-time and to the required standard.
Tested by sample audit.

To ensure all building services and facilities at all sites are maintained in good working order and are fully compliant with all relevant Health & Safety and Environmental inspection and testing requirements.
Tested by sample audit.

To ensure the team provide a quality customer service to customer departments, ensuring expectations are fully satisfied.
Tested by satisfaction survey.