

## London Borough of Tower Hamlets Job description template

<b>JOB TITLE:</b>	<b>Facilities Assistant [updated 01/02/2024]</b>
<b>GRADE:</b>	Grade F
<b>POST NUMBER:</b>	
<b>DIRECTORATE:</b>	Housing and Regeneration Directorate
<b>SERVICE:</b>	Facilities Management
<b>RESPONSIBLE TO :</b>	Assistant Facilities Manager
<b>RESPONSIBLE FOR:</b>	
	DBS Basic / Enhanced check required - <b>not required</b> This post is not politically restricted
<b>JOB SUMMARY:</b>	<p>To provide operational support and be proactive for assigned sites ensuring that they supported, opened, and closed in accordance with service need by:</p> <p>Providing a professional high level customer service for front of house and/or Reception and main building services.</p> <p>Anticipate customer needs or difficult situations that may require early intervention to ensure safety for staff and comfort for all customers and ensure customer standards are maintained and improved.</p> <p>To assist in providing a wide range of routine Facilities Management support services for assigned buildings, to comply with agreed corporate standards, and to maintain appropriate procedures.</p> <p>To assist in ensuring that Facilities Management services for the assigned buildings are provided in compliance with Health &amp; Safety legislation, including Fire Regulations, First Aid and any other statutory requirements.</p>

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<b>ROLE REQUIREMENTS:</b>	
1.	To be a visible and approachable presence within the front of house/reception area assisting and guiding customers as and where required.
2.	To ensure that visitors and customers are appropriately welcomed and dealt with in accordance with corporate guidelines and FM procedures and standards and to provide information on Council Services.
3.	To receive documents, goods and other deliveries and sign for them as and where required and ensure that items are moved to the relevant location.
4.	To provide administrative support as and where needed in order to ensure the effective running of the services within the buildings. This includes using Microsoft for simple reports and using TF Cloud.
5.	To assist with the setting up meeting rooms, including multimedia equipment and report any issues with the equipment to management, ICT, Helpdesk and support the workspace in terms of ensuring that corporate occupancy standards are met, multi-function devices are supported, cleaning services are measured, maintenance tasks are logged, actioned, and closed via the helpdesk, and reactive tasks allocated by the Helpdesk are actioned and completed and review on TF on Cloud.
6.	To provide an opening and closing service for assigned buildings in accordance with agreed corporate hours and/or to meet client needs and services.
7.	To assist in ensuring that security is maintained in assigned buildings, including monitoring of CCTV equipment, and responding to panic alarms, ensuring that unauthorised persons do not enter, and those unauthorised / unruly visitors are escorted from the premises, in liaison with the police. Issuing ID cards.
8.	To assist authorised contractors working in assigned premises to ensure that works are carried out in accordance with Health & Safety requirements and to the appropriate standards.

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9.	To assist in providing monitoring and contract specification compliance service and to ensure that access to site is granted only where the appropriate permissions, permits and passes have been issued.
10.	To complete pro-active building checks/inspections and log issues with the Helpdesk for resolution and where necessary, escalation and to carry this through to completion and update TF Cloud
11.	To participate in fire and bomb evacuations as directed and play a role in the safe management of building evacuations
<b>CORPORATE RESPONSIBILITIES</b>	
12.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
13.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
14.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
15.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
16.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
17.	Comply with the Councils policies with regards to Equality, Sickness, Discipline, Capability, Performance Management, Training and other personnel and administrative initiatives
18.	Ensure that all duties and responsibilities are performed in accordance with the Councils Health and Safety Policy

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<b>PEOPLE</b>	
19.	To ensure we build good working relationships with all stakeholders, staff, contractors
20.	To provide professional and high levels of customer service to all the Directorate Services and internal and external customers
<b>FINANCE</b>	
<b>SERVICE</b>	
21.	To participate in the Councils Performance Management scheme and ensure that performance standards and targets are met within agreed time scales
22.	To maintain personal and professional development to meet changing demands of the job and to participate in appropriate training and development
23.	To take part in service improvement initiatives, make suggestions and adopt a culture of continuous improvements.
<b>PERFORMANCE</b>	
24.	To develop monitor and review new procedures and operations pertaining to soft services as required.
25.	To produce data and simple reports and prepare other correspondence for Soft Services, ensuring deadlines are met.

**OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

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To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

The post holder will be expected to work a pattern of between 07:00-21:00 according to business needs.

The post holder will generally be assigned to work in buildings within the LBTH estate but may be required to work at any LBTH location from time to time according to operational need.

This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances and demands. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the function and grade of the post.

To maintain a professional corporate image and wear a uniform (provided annually)

<b>Person Specification for the Post of Facilities Assistant</b>		<b>Essential (E) or Desirable (D) (if applicable)</b>	<b>Method of Assessment</b> <b>A= Application Form</b> <b>T= Test</b> <b>I= Interview</b>
<b>Knowledge</b>	<p>Good working knowledge of the principles of Facilities Management.</p> <p>Working practice of legislation governing Health &amp; Safety.</p> <p>A well-developed knowledge of office systems, including packages such as MS word, Excel, MS Outlook and databases.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p> <p>A, I</p>
<b>Qualifications &amp; Experience</b>	IWFM or level 2/3 equivalent, or be actively committed to achieving this where qualified by experience.	D	A, I

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	<p>Having a high level of excellent customer services skills including face to face service to customers.</p> <p>Excellent oral communication skills including an ability to communicate clearly and succinctly.</p>	E	A, I
		E	A, I
<p>We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p>Ability to process enquires and respond in a concise and timely manner.</p>	E	A, I
	<p>Able to establish positive working relationships and works well within a team.</p>	E	A, I
<p>We are <b>Open</b> and transparent</p>	<p>Uses effective listening and questioning techniques to understand the needs of customers and colleagues.</p>	E	A, I
	<p>Ability to embrace change and to implement new ways of working.</p>	E	A, I
<p>We are <b>Willing</b> to challenge innovate and be accountable</p>	<p>Committed to own learning and looking for ways to continuously improve and develop within a role.</p>	E	A, I
	<p>Good organisation skills and be capable of achieving agreed deadlines whilst staying motivated and focused.</p>	E	A, I
<p>We empower each other to be <b>EXCELLENT</b> and go the extra miles</p>	<p>Able to share good practice and experience and makes suggestions for improved outcomes.</p>	E	A, I
	<p>Understand the importance of supporting and valuing colleagues.</p>	E	A, I

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<p><b>We Respect</b> all communities they are the heart of everything we do</p>	<p>Ability to deliver services to customers meeting LBTH standards for customer care.</p> <p>Commitment to the principles and practice of equality and diversity in employment and service delivery.</p> <p>Uses customer feedback to actively improve customer outcomes and the way services are delivered.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p> <p>A, I</p>
<p><b>Additional Requirements</b></p>	<p>To comply with the requirement to carry out a DBS check on this role. <b>(Must be included if post subject to DBS check)</b></p> <p><b>Working hours:</b></p> <p>Working times for the Town Hall:</p> <p>08:00 – 16:00</p> <p>11:00 – 19:00</p> <p>Or between these working times at other sites</p>	<p>D</p>	<p>A, I</p>