

Service Document Standard Form:

Role Profile: Facilities Officer

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Facilities Officer
Grade:	G
Service area:	Property Management
Responsible to:	Facilities Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

Ensuring that the Service's properties are managed and maintained efficiently and effectively.

To support the Property Manager in completing the agreed strategic property objectives of the Service.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): N/A

Staff responsibilities (direct or non-direct): N/A

Any other statistical data: N/A

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

Corporate Management

- To support the Property Manager in completing the agreed strategic property objectives of the Service

Service Delivery

- To respond to day-to-day requests for facilities support e.g. Desk, office moves. Plus carrying out all minor repairs and pre-planned maintenance works as directed by the Facilities Manager
- To be responsible for prioritising minor works and pre-planned maintenance requests
- To log and maintain defects and issues on the Asset Management System (Property module) and support in the production of Key Performance Indicator's (KPI's) as required
- Analyse and discuss KPI outcomes with the Facilities Manager as part of corporate

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performance management requirements

- Support the Facilities Manager in delivering all contractor supplied Pre-Planned Maintenance (PPM) work, including, for example, HVAC, Electrical services
- To offer support to the administration process for rectifying defects including obtaining estimates, monitoring the work undertaken by contractors and taking corrective action as appropriate
- To carry out supervisory monitoring of all contractors aerial site visits as directed
- To support the administration team with approved contractors list and ensure distribution
- To be responsible for ensuring that all work carried out by the Service and external contractors meet health and safety and all other legislative requirements
- As directed by the Facilities Manager, undertake quality assurance monitoring on the work undertaken by contractors and to take corrective action as appropriate
- To undertake a supportive role of key elements of strategic projects as directed by the Facilities Manager or Property Manager
- Day to day facility support of building and premises security arrangements
- Deputise for the Facilities Manager and Cleaning Supervisor as directed

DECISION MAKING:

Make decisions:

- The post-holder will make decisions on day-to-day repair and maintenance issues affecting Buckinghamshire Fire and Rescue Service Property Portfolio. This will mainly be to determine whether a specialist contractor is required, and to prioritise how quickly any issue requires to be dealt with in line with agreed priority guidelines
- Health and safety factors will be a key consideration for the post-holder in coming to a view about any actions required. The span of control will include accompanying land as well as buildings

Significant say in decisions:

- Appropriate training / refresher courses etc. required to be attended in order to keep up with continuous professional development
- Policy on prioritising works
- Acceptable levels of quality and workmanship

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

- At all levels across the Service up to and including senior commanders, particularly within geographical area of responsibility
- Most frequent contact will be with administrators across the Service and senior

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operational staff, i.e. WC, SC and GC. This is necessary to ensure good two-way communications on all aspects of building and grounds maintenance

External:

- Utility companies – for maintaining essential utility services
- Security companies (Alarm/CCTV) – for maintaining sound security services
- Contractors: both major and minor works - to ensure proper execution of all works
- Engineering companies – to maintain essential heating, electrical and other services
- Other emergency service authorities and local authorities
- Professional services providers
- Aerial organisations

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Service's aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- IOSH (Or post-holder must be willing to undertake IOSH training upon appointment)

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- Full UK valid driving licence

Experience:

- Previous experience of facilities maintenance

Skills:

- Customer relationship
- Ability to evaluate quality of work carried out by contractors
- Ability to provide feedback to contractors on work carried out
- Commercial awareness

Knowledge:

- Health and Safety requirements applying to both internal works and external contractors works
- Awareness of Health and Safety risk assessments and audits
- Knowledge of appropriate supplier bases

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Recognised Maintenance qualification

Experience:

- Good general knowledge and experience of building fabric and grounds maintenance
- Mechanical & Electrical awareness
- 'Soft service' experience, i.e. cleaning, security services

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.