

Role Profile

Role Title:	Facilities Operative – Birmingham & Hinckley
Department:	Facilities Management
Role Purpose:	<p>To provide a range of facilities support services to Midland Heart's Office estates (Bath Row - Birmingham, East Midlands Hub - Hinkley, Booth Street – Birmingham and welfare offices x 2), ensuring that customers are provided with high quality office environments which are safe, healthy, clean and productive.</p> <p>Reporting to the Facilities Manager you will undertake a variety of building maintenance tasks, both planned and reactive to ensure the smooth running of Midland Heart offices.</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 Manager
Responsible for:	N/A
Checks:	Basic DBS & Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<p>SERVICE DELIVERY & BUILDING MAINTENANCE</p> <ul style="list-style-type: none"> • To open and close the building, following the opening and lock up procedures including the operation of the intruder alarm system, including holding a building key to the Bath Row, EMH and Booth Street offices. • Each morning prior to opening, walk the building ensuring all office plant equipment is operational and all office and meeting rooms spaces are in a good order and ready for use. • Undertake OOHs on-call duties when instructed as part of the on-call rota system. • To undertake all office building activities required from service desk tickets items and as instructed by the Facilities Manager and Senior Facilities Manager. This will include but not limited to: minor office repairs, moving furniture, decorating, assisting cleaning, general maintenance, assisting building users in the movement of heavy items, managing post, setting up meeting spaces in a timely manner and ensure all external areas are kept in a clean and safe manner.
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	<ul style="list-style-type: none"> • To undertake low level planned maintenance activities and record site inspections and managing external contractors when on site. • To support initiatives aimed at reducing the buildings carbon footprint including taking meter readings and collection of data. • Support the Facilities Management Team to ensure invoicing is received and processed in a timely manner and following our financial procedures at all times. • To operate and maintain a company vehicle in a clean and road worthy condition at all times. <p>HEALTH & SAFETY AND RISK MANAGEMENT</p> <ul style="list-style-type: none"> • 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 undertake weekly site inspections including fire alarm testing and recording results at all offices. • 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 requiring assistance. • To meet the Health & Safety responsibilities appropriate to the job band ensuring safe working practices are carried out at all times and work in accordance with Health and Safety policy, procedure and legislation.
Education, Qualifications and Training	<ul style="list-style-type: none"> • A trade qualification relevant to facilities management or equivalent demonstrable skills. • Hold or be willing to obtain a first aid qualification. • Have a manual handling qualification or be willing to gain one. • Have a full, current manual driving license.
Knowledge and Experience	<ul style="list-style-type: none"> • Have experience of maintaining office building plant and fabric. • An understanding of the Facilities Management function. • Have a good understanding of office building plant and systems and how to maintain such equipment. • Good awareness of health and safety working practices.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Be able to manage the completion of tasks to levels of quality prescribed by management.

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| | <ul style="list-style-type: none"> • Basic IT skills but with capability to learn how to use different applications. • Be willing to develop job related skills. • Basic numeracy and literacy skills. • Good communication skills including written and oral. • Have good customer skills including on the telephone, email and face to face. • Be able to work flexibly both as a member of the team and on your own initiative. • Understanding of and commitment to the principles of equality and diversity. |
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