

Job Title: Facilities Assistant	
Job Evaluation Number	B512

## JOB DESCRIPTION

<b>Job Title:</b> Facilities Assistant	<b>Location:</b> Various locations
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Facilities Supervisor	<b>Band level:</b> 2D
<b>Staff Responsibilities (direct line management of):</b> Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** Contribute to the maintenance and upkeep of fleet, plant, equipment and buildings including aspects of health & safety across a specified area; all matters relating to area fleet cars and undertaking of simple maintenance in accordance with skill level, agreed service levels and protocols.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The key result areas in the role are as follows:**

1. Undertake driving duties that include: collection/delivery of cars for servicing etc., return of specialist equipment, urgent collection/delivery of evidence items within the boundaries of TVP, and waste collections. Ensure compliance with NABIS protocols and legislation (e.g. delivery of ballistics and weapons to HQ).
2. Complete minor maintenance in accordance with skill level, agreed service levels and protocols. In the event of urgent maintenance works requiring a contractor, contact the Property Services Helpdesk to commission work; provide end to end contact with the contractor as the local primary point of contact.
3. Liaise with external contractors when required and ensure any problems are reported to the Facilities Supervisor. Ensure all contractors are fully briefed on Health and Safety, specifically the asbestos register, before completing any maintenance work for TVP; issue any fobs/cyber keys for site access and maintain daily contact.
4. Conduct and record on BHI (electronic fire management system) weekly fire alarm tests and other fire related checks across sites to comply with legislative requirements. Provide support and assistance during fire evacuation procedures ensuring that these are in line with current fire regulations and TVP Fire Policy.
5. Conduct and record monthly water temperature tests and weekly 'little used outlet' flushing to comply with legislative requirements (specifically legionella).
6. Undertake site - specific tasks when required in order to ensure operational facilities can remain functional: assisting with deliveries, snow clearance and gritting in adverse weather conditions. Organise temporary vehicle access arrangements.
7. Implement a cycle inventory including a servicing and delivery programme, complete routine maintenance and inspections and liaise with external contractors when required. Any maintenance matter that is complex or will have a wider implication, seek advice and guidance from the Facilities Supervisor and/or Facilities Manager.
8. Update Traka management system, conduct minor repairs and servicing in line with Force Policy.
9. Assist with the implementation of all minor office changes/moves and to provide a service to the area with regards to meeting rooms and training facilities. There may be a requirement to

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provide a point of contact for removal companies during any planned projects that may involve office moves in the absence of the Facilities Supervisor.

Only relevant if undertaking role at Upper Heyford location

10. Carry out statutory examinations of scaffolding structures within the training site and organise the repair of any identified issues through the approved process.

11. Carry out repairs and maintenance to the training facilities and equipment to ensure training is not interrupted (e.g. Method of Entry rig, missiles).

12. Storing, moving and organising Public Order equipment; re-charging of batteries/video cameras.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

**Further Comments:**

Estate: Each post holder will be responsible for between 7 and 9 operational police facilities plus a number of Neighbourhood policing bases and single accommodation premises (as appropriate). They will report to a Facilities Supervisor who will be based at one of these sites, but generally will be expected to be responsible for prioritising and undertaking their own individual workload on a day-to-day basis.

Fleet: Each post holder will be directly responsible for arranging vehicle servicing deliveries and routine checks for the fleet across his/her responsible sites, and also for bicycle safety checks and external maintenance arrangements.

Legal: Each post holder is responsible for a number of mandatory H&S legal checks and processes. Namely fire safety checks including weekly fire alarm testing, water testing, conducting contractor safety briefings including the detailing of asbestos risks on a site.

**d. CHARACTERISTICS OF THE ROLE**

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b><i>The knowledge or skills required in the role are as follows:</i></b>	<b><i>E/D</i></b>
1. Good standard of education proficient in numeracy and literacy.	E
2. Proven experience of working in a team environment.	E
3. Proven ability to prioritise and manage time effectively and be able to work unsupervised.	E
4. IT Literate including recent experience of Microsoft packages.	E
5. Recent experience of fleet management/ buildings management.	E
6. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential*.	E
7. Ability to use Airwave communication equipment in order to undertake NABIS transportation functions.	D

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8. Relevant knowledge of Health and Safety Legislation.	D
<u>Only relevant if undertaking role at Upper Heyford location</u> 9. Relevant Scaffolding Inspection course and exam (Industry recognised external course) or prepared to undertake training.	E
10. Experience of maintenance, joinery or building work	E
<b>Additional comment:</b> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	

**Problem Solving:** All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

***The problems that have to be dealt with in carrying out this role include:***

1. Respond urgently in order to address immediate issues and problems (e.g. building defects, vehicle defects) that will require the re-prioritisation of planned work and therefore to communicate with customers about the likelihood and duration of delay in delivering services for them.
2. Will need to be resilient and exercise initiative when faced with competing /conflicting demands placed upon them by internal customers; they will need to identify when a situation of this nature should be referred to their line manager for guidance.
3. Ability to recognise H&S issues/incidents and respond accordingly. This may include taking immediate action to make an area safe, restricting access, reporting to H&S department, reporting to line manager or senior manager, reporting to Property Services help desk.

**Planning:** Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

***The role involves the following planning activities:***

1. Responsible for delivering a very diverse range of activities across a multi-site environment; a major challenge that arises is in adhering to planned programmes which meet important deadlines (e.g. vehicle servicing) and mandatory statutory requirements (e.g. fire-alarm and water testing), when faced with the necessity to respond to unplanned events/incidents.
2. Number of the services provided depend upon the co-operation and timelines either of customers (e.g. releasing vehicles from operational use) or external contractors (e.g. delivery of equipment / materials); also, a number of disrupted workload programmes that require re-scheduling. This requires the ability to reschedule a number of activities based on a dynamic assessment of priority/risk.
3. Ensuring that transportation of items associated with firearms and ammunition (NABIS requirements) is carried out with appropriate care and punctuality.

**Freedom to Act:** Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

***The degree to which the role provides freedom to act is as follows:***

1. Expected to use his/her initiative and experience in the course of undertaking day-to-day programmed work or when addressing urgent problems when they arise.
2. Role is covering a multi-site environment largely without face-to-face line manager contact /

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supervision; therefore, will need to use appropriate judgement when deciding to refer upwards for instruction/approval which is likely to be mainly in the event of facing a new problem / issue not previously encountered.

3. Take appropriate immediate action to ensure safety of self and others (staff, contractors, or public) either to prevent a H&S incident/issue or following one.

4. Raising orders for local provisions e.g. window cleaning, additional cleaning (blinds etc), lights, grit, cleaning materials.

**Interpersonal skills:** Describes the ways in which the job relates to people and uses interpersonal skills.

**The role involves exercising interpersonal skills as follows:**

1. Will need to convey his/her clear understanding of issues raised or requests made by internal customers, and to demonstrate a positive approach towards providing an effective level of service.

2. In working arrangements with contractors and external service providers, the post holder will need to display a professionally sound and robust approach in order to ensure that acceptable standards of service are provided.

**Communicating:** Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

**The role involves communicating to people as follows:**

1. Facilities Team, Police Officers and Staff, Property Services: Maintenance Team and Help Desk, Capital Teams principally: Primarily oral (daily); use of e-mail.

2. Representatives of OCU's/Departments/LPA Commander: Primarily oral (daily) but written as required.

3. Other Departments: Criminal Justice (Custody), ICT, Procurement, Transport, Security, Health & Safety – primarily oral (frequently).