

Facilities Officer

Within the **Environmental Services** team.



SALARY

Up to £22,502

RESPONSIBLE FOR

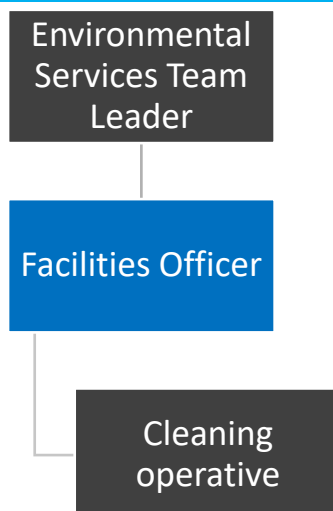
Office cleaning team

RESPONSIBLE TO

Environmental services Team Leader

CORE PURPOSE

To deliver an excellent facilities service ensuring Cornerstone is clean and safe for staff, visitors and customers.



Our Facilities Officers enhance the range of facilities for staff, customers, visitors and people within the Borough of Stockport when visiting Cornerstone ensuring it is welcoming, clean and safe.

The Facilities Officer will have a flexible approach to their work, responsible for keeping Cornerstone and other assigned sites; clean and safe for staff, visitors and customers before and following core office hours whilst also assisting with the co-ordination of organised and efficient office facilities during the working day.

The Facilities Officer will ensure the upkeep of the building is maintained to an exceptional level, working alongside the Corporate Support and Venues teams. The successful candidate will be responsible for their work programme, managing the cleaning team, prioritise their time and resources effectively, and have excellent communication skills.

The Facilities Officer will be creative and innovative, to ensuring the highest of standards of service are maintained and be proactive in seeking ways to improve the service.



PENSION

Access to a Social Housing Pension Scheme (SHPS).



GENEROUS ANNUAL LEAVE ENTITLEMENT

25 days, increasing to 27 days after 5 years' service



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



RETAIL DISCOUNTS

Access to a wide range of discounts to provide savings on food and shopping



FLEXIBLE WORKING

Flexible/Hybrid working arrangements ensure you can achieve a healthy work life balance



WORK PATTERN

Full Time | 37 hours

RESPONSIBILITIES: *The Facilities Officer will...*

- ✓ To deliver a range of facilities services, ensuring Cornerstone is a clean, safe, secure and well organised environment working alongside the Corporate Support Team for our colleagues, customers and visitors
- ✓ Create a positive customer led experience to all visitors reinforcing our ASPIRE values to deliver an outstanding customer service experience
- ✓ Be responsible for maintaining adequate stock levels and ensuring storerooms are tidy, free from hazards and are kept secure
- ✓ Be responsible for the day to day management of Cleaner(s) ensuring tasks are completed to a consistently high standard and safe systems of work are adhered to at all times, solving problems should they occur
- ✓ Deliver excellent outcomes for staff and customers by working pro-actively on areas which require the most intensive cleaning Responsibility here
- ✓ Be responsible for maintaining an up-to-date COSHH register and ensuring specific requirements are adhered to
- ✓ Take responsibility for 'out of office hours' meetings, greeting and directing visitors to the appropriate meeting room, ensuring the building is clear and secure at the end of the meeting
- ✓ Assist with meeting room bookings, reconfiguring meeting room furniture, restocking refreshments and assisting with IT equipment as required
- ✓ Report any Safeguarding Concerns appropriately and adhere to Stockport Homes' policies and procedures at all times
- ✓ Work safely at all times and adhere to all Risk Assessments, Safe Systems of Work and Training that has been given
- ✓ Be flexible and open to change, completing any training required, to support the teams vision to grow and develop

STRENGTHS: *The Facilities Officer will deliver key responsibilities by...*

- ✓ Having excellent customer care skills, listening and assessing their expectations in order to remain customer focused
- ✓ Excellent communication skills
- ✓ Excellent organisational skills, prioritising tasks and tackling problems in a logical way as the service is highly reactive
- ✓ Ability to work to tight timescales, managing/prioritising a varied workload with shifting deadlines
- ✓ Being resilient and able to work in challenging conditions at times
- ✓ Tackling problems in a logical way
- ✓ Attention to detail and pride in what they do making sure no job, however small is overlooked

REQUIREMENTS: *The Facilities Officer must have...*

- ✓ Work flexibly across a 5-day rota working pattern although this may occasionally include weekends
- ✓ Demonstrate a positive and enthusiastic approach to excellent customer service skills
- ✓ A knowledge of health and safety and the ability to work in line with appropriate guidance to protect yourself, the public and colleagues using COSHH where required
- ✓ The ability to effectively manage operatives delegating tasks and provide feedback
- ✓ Communicate effectively and work collaboratively, building team spirit and contributing to effective team dynamics
- ✓ Engaging with all training and taking a 'can-do' approach to new ideas / tasks Requirement here
- ✓ Previous experience of working in Facilities Management or a Caretaking type of role is desirable, but not essential
- ✓ Knowledge of Microsoft programmes
- ✓ Good problem-solving skills and the ability to work both on your own initiative and as part of a team
- ✓ Work hard to maintain excellent standards and cope with a job which is manually demanding at times
- ✓ Working well in both lone-working and team situations, taking ownership of tasks and making decisions appropriate to the role

VALUES: *The Facilities Officer will role model core values...*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social

Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional

