

Facilities Officer

Within the Environmental Services Team



SALARY

Between £19,544 and £21,166

RESPONSIBLE FOR

Office Cleaning Team

RESPONSIBLE TO

Environmental Services Manager

CORE PURPOSE

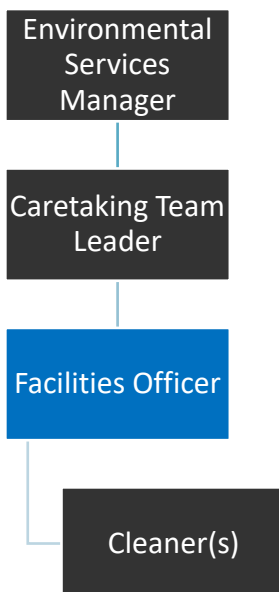
To deliver an excellent facilities service ensuring Cornerstone is clean and safe for staff, visitors and customers.

The Facilities Officer role is based at Cornerstone, a modern purpose built office and the home of the Stockport Homes Group. Cornerstone provides a range of facilities for staff, customers, visitors and people within the Borough.

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 Team. 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 standards of service are maintained to the highest standards and be proactive in seeking ways to improve the service.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

25 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



EMPLOYEE ASSISTANCE PROGRAMME

Access to a confidential support service which provides counselling



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



RETAIL DISCOUNTS

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

RESPONSIBILITIES *the Facilities Officer will...*

- ✓ 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.
- ✓ 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.
- ✓ Deliver excellent outcomes for staff and customers by working pro-actively on areas which require the most intensive cleaning.
- ✓ Be responsible for maintaining an up-to-date COSHH register and ensuring specific requirements are adhered to.
- ✓ Deliver an excellent level of customer service at all times, even when faced with challenging situations or behaviours, communicating effectively and, where necessary, solve problems as they arise.
- ✓ 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.
- ✓ Engage with all training and take a 'can-do' approach to new ideas / tasks.

STRENGTHS *the Facilities Officer will deliver key responsibilities by...*

- ✓ Having excellent customer care skills, listening effectively to customers and assessing their expectations of the service.
- ✓ Having excellent communication skills.
- ✓ Being organised, and prioritising tasks and tackling problems in a logical way as the service is highly reactive.
- ✓ Being able to work to tight timescales, managing/prioritising a varied workload with shifting deadlines.
- ✓ Being resilient and able to work in challenging conditions at times.
- ✓ Being able to tackle problems in a logical way.
- ✓ Having attention to detail and taking pride in what they do making sure no job, however small is overlooked

REQUIREMENTS *the Facilities Officer must have...*

- ✓ The ability to work flexibly across a 5-day rota working pattern, although this may occasionally include weekends.
- ✓ A positive and enthusiastic approach to work and the ability to deal with customers.
- ✓ 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.
- ✓ Effective communication skills and the ability to work collaboratively, building team spirit and contributing to effective team dynamics.
- ✓ IT Skills and knowledge of Microsoft programmes.
- ✓ Previous experience of working in a Facilities Management or Caretaking role, it is desirable, but not essential.
- ✓ Good problem solving skills and the ability to work both on your own initiative and as part of a team.
- ✓ Ability and desire to work hard to maintain excellent standards and cope with a job which is manually demanding at times.
- ✓ Ability to work 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 through....*

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



Proud to be part of SHG

