

**Manchester City Council  
Role Profile**

**Facilities Assistant Level 3, Grade 3  
Facilities Management  
Corporate Services  
Reports to: Facilities Officer**

**Job Family: Facilities**

**Key Role Descriptors**

The role holder will contribute to the goals of the team through the provision of high quality and responsive facilities management service.

The role holder will provide a flexible, seamless, customer focused service undertaking a variety of tasks to a high quality standard to maintain a clean, safe and secure working environment for all visitors and employees.

**Key Accountabilities**

Effectively maintain the internal and external appearance and cleanliness of buildings and the immediate surrounding areas, carrying out inspections, liaising with customers and reporting identified issues.

Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, in written and verbal form from a wide range of internal and external customers.

The role holder may be required to update and extract information from management information systems and complete relevant documentation, ensuring accuracy and confidentiality of information produced within the section.

Work collaboratively with colleagues and independently to ensure safe working environments and practices, adhering to all health and safety regulations.

Direction of Facilities Assistants (Level 1) to ensure that all tasks are carried out in accordance with procedures and to the required quality standards to deliver a customer focused service

Contribute to effective building security to ensure a safe environment and the security of buildings and other resources through the operation of security systems, locking premises and setting security alarms and safe keeping of keys.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Corporate Facilities Management delivers a range of services across the Council's Operational Estate to provide an environment that is safe, fit for purpose and supports the organisations strategies for the current and future development of the property portfolio.

The overall priorities of the service are to:

- Deliver a City-Wide Single Facilities Management (FM) Delivery Model to defined standards
- Identify and realise service efficiencies
- Provide consistent service quality across the corporate estate
- Reflect the external market and best practice commercial solutions where appropriate
- Provide, maintain and manage an effective Corporate FM Help Desk
- Maintain corporate governance for all resources allocated for the provision of a total FM solution

Corporate Facilities Management is responsible for:

- Building Support - Reactive maintenance and repairs, Asbestos and Legionella Management, Health and Safety, Portering and furniture removals, Planned preventative maintenance including Statutory Compliance
- Housekeeping - Internal cleaning, provision of cleaning consumables, Waste and Recycling, Window Cleaning and Pest Control
- Security - provision of security services including static guarding, keyholding, incident response and the delivery of a corporate ID solution
- Archives and Storage – provision of secure document storage and retrieval
- Events and Catering – delivery of a range of catering and events services across the Town Hall Complex
- Customer Support – Delivery and management of a Corporate FM Helpdesk function, provision of customer reception services across the Town Hall Complex

## **Facilities Assistant Level 3 – Key Competencies and Technical Requirements**

### **Behavioural Competencies**

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

### **Generic Competencies**

- **Communication:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and listens attentively to views and issues of others.
- **Planning and Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines and know when something needs to be referred to supervisor.
- **ICT Skills:** Ability to set up and maintain effective systems to manage information. Ability to use multiple applications, systems and associated software packages
- **Creative Skills:** Ability to find solutions to situations that are presented of a routine nature.

### **Technical Requirements (Role Specific)**

- Ability to physically lift and carry equipment and materials.
- Willingness to adopt a flexible approach to working different hours, including outside normal office hours, evenings and weekends.
- Where required due to work location, the role holder must be willing to apply for an enhanced DBS (Disclosure and Barring Service) check