

Job Description & Person Specification

Job Title	Facilities Maintenance Assistant
Division/Location	The Devon County Hall and Devon Norse sites
Reporting to	FM Manager
Weekly Hours	40 Hours Per Week (Rota'd, 5 Days in 6 Mon – Sat) (+ OOO Rota)
Grade/Salary	Devon Norse Cleaning Payscale - £22,713.60

Job Description
<p>The Role:</p> <p>Carry out a variety of skilled and unskilled maintenance in accordance with the relevant Guidance and ACOP (Approved Code of Practice), including PAT testing, building management and administrative tasks.</p>
Main Responsibilities
<ul style="list-style-type: none"> • Take reasonable care for the Health and Safety of yourself and other persons, always ensuring Health and Safety guidelines, policies and procedures are implemented. • Maintain accurate records to ensure statutory compliance . • Maintain the PAT test inspection regime for the Devon County Hall, Larkbeare and other Devon County Site as required • Assist with repairs and minor building maintenance tasks on a pre-planned and reactive basis, which may include the testing of emergency systems, e.g. emergency lighting, fire alarms etc. or completion of minor works/building maintenance tasks. • Liaise with the helpdesk to maximise efficiencies. • Liaise and collaborate with contractors and colleagues to ensure safe systems of working are adopted. • Regularly update and interrogate building management systems. • Distribution and set up of provision, materials, resources, and meeting spaces within the building, surrounding area of the building and across multiple sites as and when required. • Undertake a number of operational duties in all weathers as required, which may include bin emptying, removal of sharps, fly tipping, Graffiti removal, human waste, snow clearance, weeding, pressure washing, litter picking, spreading of Salt, sweeping of leaves and maintaining cleanliness of all areas under control of Norse Group. • Carry out Legionella related maintenance tasks including showerhead descaling, tap flushing, temperature monitoring and TMV maintenance. • Work at height (training to include MEWP may be necessary) assisting with the changing lamps and inspection of roof sited plant. • Liaise with contractors and ensure that staff are competent in role. • Manage the 'Permit to Work' system. • Undertake regular safety checks and risk assessments in relation to the premises and review them on an ongoing basis.

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

- Ability to communicate effectively with customers and adapt to their requirements
- Schedule and prioritise workload with local managers and customers to ensure business requirements are met
- Supervision of Norse site staff alongside the facilities manager (includes out of hours visits as required)
- Maintain tools and equipment in a clean, safe and tidy condition
- Ensure compliance with Health and Safety, Customer Care, Dignity at Work and other legislation, policies and procedures at all times
- Ensure all problems/concerns are reported to the appropriate person
- Demonstrate personal commitment to the Norse Way CSR strategy

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Safe Working Practices	Essential	AF/I
Experience	Experience in a building maintenance or minor works position (or similar)	Essential	AF/I
	Experience in a service delivery role	Essential	AF/I

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Skills/Abilities	Ability to work to you own initiative as an individual and as part of a team	Essential	I
	Excellent customer service skills	Essential	I
	Good communication skills, written and verbal	Essential	I
Other Requirements	Full UK Driving Licence to meet the travel requirements of the role	Essential	AF/I

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Employee Confirmation

Employee Name:		Date:	
Employee Signature:			

Approval/Review Date

Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	