

CORPORATE SERVICES DIRECTORATE

FACILITIES ASSISTANT

Band B1 (post holder may have to work occasional evenings and weekends on an on-call basis), full-time (37.5 hours)/though part-time hours may be considered, fixed term to for 18 months

Purpose

To support the Facilities Team in ensuring the security and smooth operation of all Facilities including specifically the Grantown on Spey and Ballater offices relating to all associated building management systems, and the welfare of those using the building. Supporting fleet management systems and delivering an excellent welcoming front of house service and meeting room provision to staff, partner agencies and external visitors/customers.

Responsibilities

- **Building Security:** supporting all activities to ensure the security of the premises and its contents, including the operation of the fire and burglar alarms and key holder responsibilities (including out of hours On Call provision on a rota basis), responding to fire and burglar alarms, monitoring building management systems and lighting and heating of the premises.
- **Building Housekeeping/Repairs:** Carry out minor Handyperson duties including minor repairs to fabric and furnishings, inspection of appropriate cleaning and other equipment and ensure safe operation. Complete weekly inspection checklists. Monitor record and update Facilities helpdesk calls and liaise with contractors on site ensuring that contractors are working within agreed Risk Assessments and Method Statements. Support the process of providing responsive and timely feedback to our customers on the status of works; highlight to the Facilities Manager any areas where improvements are required; and monitor ongoing performance.
- **HQ Waste Monitoring:** Monitor waste and recycling systems and ensure that the appropriate collections are undertaken.
- **Vehicle Repair Co-ordination:** Liaison with contracted garage in relation to any defects and repairs required for fleet of vehicles.
- **Health and Safety:** Support all H&S activities, including H&S checks, management of PPE, and assisting in the revision of H&S policies and risk assessments. This includes maintaining and replenishing vehicle safety equipment, scheduled maintenance of fire safety equipment, scheduled maintenance of legionella flushing regime, scheduled maintenance of on-site first aid equipment. In addition, understanding of the lone working systems and how to update and use them.
- **Customer Service:** Provide a high quality proactive customer-focused service to internal and external customers. Deal efficiently and effectively with a wide variety of enquiries and issues regarding National Park Authority business. Be

knowledgeable about the range of business activities performed by the Authority and engage appropriate staff to deal with enquiries.

- **Reception/Administration:** As needed, support the broader administrative network with general admin and reception duties.
- Undertake any other duties appropriate to the grade as required including work across functions and teams as required.

General

- Deal with sub-contractors as required, and assist in chaperoning contractors on site
- Support with receiving and packing away deliveries
- Support the meeting organiser with setting up meeting rooms. Re-arranging furniture etc
- Audit and order stationery as required and keep stationery room tidy and stocked
- Contribute to the work of the Corporate Services Directorate and CNPA as a whole and ensuring compliance with financial procedures;
- Contribute to the delivery of the National Park Partnership Plan;
- To conduct other work, as necessary; and
- All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time.

Person Specification - Knowledge, experience and training

ESSENTIAL

- Computer literate & knowledge of Microsoft Office suite
- Numerate, with good written and oral skills
- Articulate with excellent interpersonal skills
- Ability to organise and prioritise workload, in accordance with objectives and targets.
- High level of self-motivation. Proactive, flexible, responsive and keen to embrace change.
- Familiar with building management and maintenance issues
- Full UK driving licence or access to driver if disability prevents driving.
- Experience of Health and Safety and IOSH Managing Safely qualification (or willingness to gain the qualification)

DESIRABLE

- NEBOSH general or fire qualified