

Northumberland County Council

JOB DESCRIPTION

Post Title:	Facilities Assistant		Director/Service/Sector:	Finance/Property/Facilities		Office Use
Band:	2		Workplace: County Hall			JE ref: 3425
Responsible to: Facilities Supervisor			Date:	Lead & Man Induction:		HRMS ref:
Job Purpose: To assist the Facilities Service within County Hall. The role will be varied across the catering and cleaning services and will include serving on the coffee cart in reception, helping in the restaurant when required and carrying out cleaning tasks around the building.						
Resources	Staff	None				
	Finance	Handling small amounts of cash				
	Physical	Shared responsibility for the careful use of equipment				
	Clients	All building users, Members and Senior Officers and members of the public				
Duties and key result areas: carried out in accordance with the Cleaning Operations Manual and the County Kitchen Operations Manual individually or as part of a team, these include, but are not restricted to:-						
1. General cleaning tasks as directed.						
2. Empty litter bins and remove rubbish.						
3. Safe use of cleaning equipment.						
4. Refilling consumables.						
5. Setting up of catering service areas						
6. Assistance with the service of meals and refreshments as required.						
7. General kitchen duties						
8. Operating till and handling small amounts of cash, also operating card machine						
9. Ensure compliance with Health and Safety legislation and County Council policies in all aspects but especially when using materials, tools and equipment.						
10.Help provide support in kitchen/restaurant when required.						
11.Assist with the setup of meeting rooms when required.						
12.Assist with office moves.						
13.Assist the Facilities team with a variety of tasks throughout County Hall						
14.Open and lock up building if required.						
15.Attend training sessions as and when required.						
16.May be required to carry out other duties appropriate to the nature, level and grade of the post.						

Work Arrangements	
Transport requirements:	None
Working patterns:	Determined by designated area, usage of materials, tools and equipment and contract of employment.

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PERSON SPECIFICATION

Post Title: Facilities Assistant		Director/Service/Sector: Facilities Management		Ref: 1268	
Essential		Desirable			Assess by
Qualifications and Knowledge					
Basic knowledge of cleaning practices Manual Handling General Health and Safety awareness		Some knowledge of the range of tasks together with the operation of associated tools and equipment. Basic Food hygiene certificate			
Experience					
Cleaning experience in a similar environment Opening and locking buildings Catering experience Customer service experience		Some experience in a building cleaning environment.			
Skills and competencies					
Able to understand and follow straightforward spoken and written instructions. Able to keep basic work records. Strength, dexterity and co-ordination to use a range of cleaning tools and equipment. Customer service skills Listens, consults others and communicates clearly. Reliable and keeps good time.		Knowledge of basic food hygiene			
Physical, mental, emotional and environmental demands					
Regular need to lift and carry items of moderate weight. Maintain an awareness of surroundings and safe working methods. Limited contact with, or work for, others leading to few emotional demands. Normally indoors with some exposure to unpleasant conditions such as toilet areas.					
Motivation					
Appropriately follows instructions to achieve set objectives. Committed to the provision of quality services to achieving customer satisfaction. Adapts to change by adopting a flexible and cooperative attitude. Supportive and adapts to team working. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and anti-oppressive practice in all aspects of work. A willingness to undertake job related training.					
Other					

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits