West Yorkshire Fire & Rescue Service

Job Description.

**Post Title: Facilities Officer.**

**Grade: 7.**

**Responsible To: Facilities Manager.**

**Purpose Of Post: To manage the Planned Preventative Maintenance regime to ensure compliance and the optimal working efficiency of building services and facilities across the estate.**

**To manage the Reactive Repairs, ensuring they are complete in a timely manner, so service delivery isn’t affected.**

**To provide hands-on management of building services, systems and controls – undertaking routine inspections and diagnostics as necessary. Specifying minor work schedules, projects and small refurbishments.**

**To manage contractors and undertake project management and clerk of works duties in regard to related programmes and projects.**

# Organisational chart.

# Main duties and responsibilities of the role.

1. To manage the supervision of appointed contractors and service providers (including any in-house service providers) to ensure the required Planned Preventative Maintenance and Routine Servicing regimes are delivered to agreed specification and schedule; and that quality records are maintained and updated in a timely manner.
2. To consider defect notices and quotations raised by contractors to replace worn or defective equipment and to approve as appropriate the necessary works or services in a timely manner to avoid service failures and minimise downtime.
3. To analyse and advise the Facilities Manager on operational issues, failure patterns, efficiency and value-for-money priorities to replace, repair, upgrade or refurbish worn, defective or obsolete building services and systems including mechanical, electrical and security installations together with estimated budget cost and risk assessments.
4. To prepare and issue invitations for quotations to existing approved contractors or to commission competitive tendering to the market (in liaison with the Procurement Manager), evaluating responses and presenting the results and recommendations to the Facilities Manager for approval or otherwise.
5. To raise purchase / works orders to consultants, contractors & suppliers within the delegated authority levels of the post-holder; ensuring purchase orders are “receipted” in a timely manner and that invoiced sums are verified for payment or otherwise in accordance with the Authority’s’ procedures and financial regulations.
6. To effectively manage assigned contracts including monitoring, reporting and managing performance; ensuring accurate records are maintained for audit and dispute resolution purposes; recording meetings and for ensuring compliance with contract terms & conditions and service specification; escalating issues as appropriate.
7. To produce, compile and maintain a library of relevant technical specifications, user manuals, guides and drawings etc for building services and systems across the estate; and to make these available to consultants and contractors as appropriate.
8. In consultation with the Compliance Officer, to manage and mitigate risks where possible through the proactive assessment of contractors’ Health & Safety plans and Risk Assessments and Method Statements (RAMS) to ensure appropriate procedures and safeguarding practices are employed on-site.
9. To manage the installation and maintenance of various access and security systems across the estate.
10. To ensure Health & Safety standards; performing the customer responsibilities under the Construction, Design and Management Regulations (CDM) as appropriate; and for ensuring compliance by contractors and suppliers with Health & Safety, Environmental and Industry Good Practice requirements.
11. To compile, update and maintain the Property Asset Management System.
12. To supervise and manage the team of Caretakers.
13. To ensure Health & Safety standards are communicated to, and adhered to by employees of the Authority, contractors and consultants as far is reasonably possible.
14. To provide operational cover for other members of the Property Services team during periods of absence or as and when required.
15. To carry out any other reasonable duties required by the Facilities Manager.

# Organisational wide responsibilities.

1. Adherence to the[**NFCC Core Code of Ethics**](https://nfcc.org.uk/our-services/people-programme/core-code-of-ethics/%20Services%20England.pdf)and[**West Yorkshire Fire Service Values**](https://www.westyorksfire.gov.uk/sites/default/files/2023-03/WYFRS%20Core%20Values%20June22.pdf).

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1. To implement and promote the Authority’s:
* Health and Safety policies.
* Equality and Diversity policies.
* Information Security Management System policies.
* Safeguarding policies.
* Business continuity policy and contingency arrangements.
* Policies related to General Data Protection Regulation and Data Protection Act 2018.
* Commitment to maintaining our Customer Service expectations.
1. A satisfactory StandardDisclosure and Barring check is required for the role.
2. This post has been designated a hybrid working post which means the postholder’s working time will be split between the workplace and home. The actual pattern and number of days at each will be agreed locally with the line manager and will be determined based on the service needs.

# Skills and experience requirements for this role

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e. items you must be able to do from day one to be able to do the job), **identified as ‘Application’ in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as ‘Application’, will be shortlisted, i.e. criteria you need to do the job, but which could be learnt during training.

**Please list or number the** competency criteria below against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

|  | **Experience.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Demonstrable experience in a Building Services or Facilities Management role within a multi-sited environment of comparable scale and complexity. | Essential. | Application & Selection Process. |
|  | Experience of directly managing planned preventative maintenance and routine servicing regimes to good effect. | Essential. | Application & Selection Process. |
|  | Experience and understanding of inspecting building systems and services; in diagnosing problems and operating controls. | Desirable. | Application & Selection Process. |
|  | Demonstrable experience of contractor supervision and Clerk of Works duties. | Essential. | Application & Selection Process. |
|  | Developed knowledge and practical use of Property Asset Management Systems and records including other electronic applications. | Essential. | Application & Selection Process. |
|  | Use of Auto- Cad and the ability to amend existing drawings and create new drawings for schemes / projects. | Desirable. | Application & Selection Process. |
|  | Teamwork experience in a busy, dynamic, work environment and with a varied, intensive workload. | Essential. | Application & Selection Process. |
|  | Willingness to work outside of normal office hours for the contingency of the service e.g., evenings and weekends as necessary to ensure building services are quickly restored to working order or to avoid unnecessary disruptions. | Essential. | Application & Selection Process. |

|  | **Education and Training.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | BTEC Higher in Construction (HNC) or Facilities Management. | Desirable. | Application & Selection Process. |
|  | Relevant and varied post-qualification experience in Building maintenance / facilities management or building trade qualification / background NVQ level 3. | Essential. | Application & Selection Process. |
|  | Membership of Chartered Institute of Building or equivalent. | Desirable. | Application & Selection Process. |
|  | NEBOSH – National General Certificate or Certificate in Environmental Management or equivalent, or willingness to undertake the qualification in the first 12 months of appointment. | Essential | Application & Selection Process. |
|  | General knowledge of legal and procurement procedures in relation to property and facilities contracts. | Essential | Application & Selection Process. |
|  | Good working knowledge of the Construction, Design and Management (CDM) regulations. | Essential | Application & Selection Process. |

|  | **Special knowledge and skills.** | **Essential/Desirable.** | **Where identified.** |
| --- | --- | --- | --- |
|  | Working knowledge of the overall purpose, design, component parts, controls and operation of building services and facilities. | Essential | Application & Selection Process |
|  | Results orientated – to ensure the Authority’s’ properties and facilities are maintained to a high operational standard. | Essential | Application & Selection Process |
|  | Well organised with the ability to prioritise, multi-task and work flexibility. | Essential. | Application & Selection Process |
|  | Understanding of the concepts of customer service, value for money and continuous improvement. | Essential | Application & Selection Process |
|  | Ability to climb ladders and scaffolding to access site works or high-level areas for inspections. | Essential | Application & Selection Process |
|  | Financial awareness and responsibility to check and authorise invoices from various contractors and suppliers in line with contract procedure rules and standing orders. | Desirable | Application & Selection Process |
|  | Willingness to work outside of normal office hours for the contingency of the service e.g., evenings and weekends as necessary to ensure building services are quickly restored to working order or to avoid unnecessary disruptions. | Essential | Application & Selection Process |
|  | Demonstrates commitment to taking a leading role in driving forward WYFRS’ commitment to Equality & Diversity, NFCC Core Code of Ethics and WYFRS values**.**  | Essential. | Selection Process only. |
|  | To hold and maintain a current full UK valid car driving licence. | Essential. | Application & Selection Process. |

**Annual Appraisal Objectives**

1. To effectively manage Contractors and the in-house Technicians and Caretakers to ensure all Planned Preventative Maintenance and Routine Servicing Programmes are completed on-time and to the required standard.

Tested by sample audit.

1. To ensure all building services and facilities at all sites are maintained in good working order and are fully compliant with all relevant Health & Safety and Environmental inspection and testing requirements.

Tested by sample audit.

1. To ensure the team provide a quality customer service to customer departments, ensuring expectations are fully satisfied.

Tested by satisfaction survey.

Job Description last updated: **February 2025.**