

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE: Neighbourhoods

SECTION: Property Services

LOCATION: Number One Riverside & Rochdale Town Hall

JOB TITLE: Building Assistant

POST NUMBER:

Grade: 4

Accountable to: Building Team Leader

Accountable for: Number One Riverside & Rochdale Town Hall

Hours of Duty: 37

Any Special Conditions of Service: The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

Work outside 'normal' hours as the needs of mobilising and management requires.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

Facilities / Building Manager

Building Team Leader

Building assistants

PURPOSE AND OBJECTIVES OF THE JOB

The post has the following purpose:

- 1) To provide the Council with a professionally managed Facilities Management service at Number One Riverside and Rochdale Town Hall that meets the required standards and expectations of the business needs.

The post has the following objectives:

- 1) To assist the Building team Leader in maintaining Health & Safety standards for Number One Riverside and Rochdale Town hall.
- 2) To assist the Facilities Manager in ensuring that the premises are fit for purpose, including the operation of fire alarms, burglar alarms and building plant.
- 3) To provide a customer driven approach to all internal/external clients and employees of the council.
- 4) To assist the Building Team Leader and Events team in delivering Events and conference facilities at Rochdale Town Hall and Number One Riverside maintaining a high level of health and safety and building security throughout.

Control of Resources

Personnel

To be responsible for the direction, support and motivation of self and staff under post holders control.

Financial

To work in accordance with the financial regulations and procedures of the Authority.

Equipment/Materials

To be responsible for the efficient and effective use of equipment/materials within the service area.

Health/Safety/Welfare

To be responsible for the health, safety and welfare of self and colleagues in accordance with the council's Health & Safety policies.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her training and development requirements in accordance with the Council's Performance Framework.

Relationships (Internal and External)

Internal

Operational Services – Staff from all departments of the Council, Trade Union officials, Elected Members.

External

Specialist FM Contractors – Appointed by Facilities Manager in conjunction with Council procurement colleagues for the delivery of specialist FM services where the skills and experience are not within the Council.

Council wide FM Contractors – A range of service providers engaged and managed by other colleagues within the Council for the delivery of services to a range of Council properties.

Tenants – Leasehold tenants within Number One Riverside.

Others - As required in the normal course of performing the role.

Responsibilities

The post holder must:-

- (i) Perform his/her duties in accordance with Rochdale Borough Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Borough Council's commitment to public service orientation and care of our customers is provided.
- (iii) Must be able and willing to render regular and efficient service to undertake the duties of the post.
- (iv) To behave at all times in a way that is true to the Council's Values and Principles, and ensure the same to all post holders.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud
- Passionate
- Pioneering and Open

Be aware of and apply these behaviours at all times

Principal Duties

1. Act as initial point of contact for all users of the building as directed by the Building Team Leader and Facilities Manager so as to deal with complaints/enquiries and general requests from service staff.
2. To assist the Building Team Leader and Facilities Manager in the management and use of information systems, both computerised and paper-based. This will include the recording and analysis of security systems, logging of contractor information, key performance indicators, access control systems, maintenance logging and mail.
3. Monitor CCTV/access control systems as directed by the Facilities Manager/Building Team Leader. To monitor, review all security equipment in line with data protection and to ensure the safety and security of the building and occupants is maintained.
4. Produce access cards for Council employees, partner organisations, contractors and visitors.
5. Assist the Facilities Manager and Building Team Leader in the development and maintenance of procedural manuals for the operation of the building. This will include existing procedures such as fire, security and evacuation alongside new procedures developed in conjunction with the Facilities Manager.
6. Assist the Facilities Manager and Building Team Leader in ensuring the facilities comply with fire safety legislations. This will include regular health and safety checks, becoming familiar with roles during an evacuation, fire drills, fire alarm testing etc.
7. To assist the Facilities Manager and Building Team Leader in organising the smooth evacuation of Number One Riverside and Rochdale Town hall swift reoccupation.
8. Responsible for monitoring cleaners and cleaning standards and to apply corrective action.
9. To assist with all office moves including new partners into the building or the relocation of existing services around the building.
10. To assist the Facilities Manager and Building Team Leader with procedures for the freeing of any persons who may be trapped in the lift.
11. Undertake routine maintenance as directed within their capabilities, including handy person and cleaning duties.
12. Receive and check deliveries of goods and ensure these reach their destination.
13. To assist the Facilities Manager and Building Team Leader in undertaking quality assurance building audits and to provide recommendations based on findings to the Facilities Manager.

14. To assist the Facilities Manager and Building Team Leader in ensuring that the premises are satisfactorily heated and there is sufficient lighting.
15. Set up conference rooms and Events in accordance with the requirements of the hirer and to work with staff to create a good service to the hirer. This will include audio, AV systems and moving dividing walls and furniture.
16. To work with the security team to provide a safe environment for staff and visitors to the building.
17. To ensure external post is separated and delivered throughout the buildings to service areas and collect outgoing post and sort for collection and delivery.
18. Work at heights i.e. Ladders and access platforms.
19. Contactable at all times when on duty via radio or mobile phone.
20. To deputise for the Building Team Leader in their absence.

Secondary Duties

1. On occasions may be required to respond, when necessary, to requests outside normal working hours.
2. To participate in training both as trainer and trainee.
3. To undertake such other duties and responsibilities of an equivalent nature as may be determined by the Facilities Manager and the Building Team Leader and/or specified representative from time to time. This will be in agreement with the post holder and their trade representative where required.
4. To provide cover as necessary in the absence of staff for both Number One Riverside and Rochdale Town Hall as well as other council assets.
5. Ability to work under time constraints and meet deadlines.

Job Description prepared by: Andrew Entwistle

Date 5th August 2026

Agreed by Post holder _____

Date _____

Supervisor _____

Date _____

Service Director _____

Date _____

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods	Post:	Full Time Building Assistant
Section :	Facilities Management	Post Number:	
Job Ref:		Grade:	4

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(b) Special Working Conditions		
1 Are you willing and able to work evenings and weekends?	E	I
3 Please confirm you are willing to be flexible in your work location.	E	I
4 Please confirm you are willing to attend training courses as and when required.	E	I
5 Please confirm your ability to work flexibly and at short notice.	E	I
6 Please provide details of your ability to work at heights.	E	I
(c) Qualifications and Experience		
8 Please provide details of your knowledge and experience in security, alarms systems and procedures.	E	AF
9 Have knowledge and experience in managing Health & Safety. Hold a IOSH qualification <i>or willing to work towards this qualification</i>	E	AF/I
10 Please give details of your ability to undertake portage duties.	E	I
11 Please provide details of your experience and ability to undertake basic maintenance work.	E	AF/I
12 Please provide details of your experience in various function, training and conference set ups.	E	I
(d) Skills and Knowledge		
13 Please provide details of your ability to use a computer and IT systems. (e.g Microsoft word/outlook)	E	AF/I
14 Please provide details of your written & verbal communication skills.	E	I
15 Please provide details of your literacy & numeracy skills.	E	I

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(d) Skills and Knowledge(continued)		

16	Please provide details of your ability to work pro-actively to ensure as far as possible problems are anticipated and managed through with as little disruption as possible.	E	AF / I
17	Please provide details of your ability to communicate effectively across a broad range of internal and external clients providing good customer care.	E	AF
20	Please provide details of your ability to work to deadlines.	E	I
(e) Values and Behaviours			
21	Approach the job at all times using the values set out below: • Proud • Passionate • Pioneering and Open Please confirm you are willing to adhere to these values and behaviours.	E	I