

Role Profile

Role:	Facilities Assistant
Directorate:	Facilities Management
Salary Band:	4
Post reference:	FM09
Job Evaluation Date:	05.12.2018
Role statement of purpose:	To provide an effective help desk service needed to deliver services in the most effective manner.
Reports to:	Facilities Manager

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Staffed Help Desk necessary to deliver services in the most efficient manner	<ul style="list-style-type: none"> • Certifying that all aspects of maintenance are carried out in accordance with the established priorities and in the most effective manner • Liaising with the Asset Management team to check on the progression of work carried out by contractors and internal service providers • Act as the key point liaison between TfGM and external contractors and other parties • Need for rostered working patterns to ensure that the Help Desk is covered between 07:30 hours and 18:30 hours
2.	Day-to-day maintenance work undertaken with minimum disruption and risk	<ul style="list-style-type: none"> • Liaising with staff and managers of user/client departments to co-ordinate events and minimise disruption on the provision of public services • Respond to emergencies and urgent issues swiftly
3.	Effectively collated and monitored information on work carried out	<ul style="list-style-type: none"> • Efficiently receive, action and monitor the progression of work carried out by internal and external parties in relation to reactive and planned maintenance carried out on the Executive's premises • Ensure progress on programme work is communicated to all relevant parties • Maintain the PPM schedule and ensure all jobs are completed on time and follow ups

		are carried out
4.	Control and management of purchasing orders	<ul style="list-style-type: none"> • Preparation and management of shopping carts and related justifications for major contract POs, liaising as necessary with the Facilities Management team • Monitor contract-related SAP shopping carts to ensure that approvals are obtained, and issues are unblocked • Monitor contract-related SAP POs and liaise with others to ensure that timely and accurate receipting is carried out, and POs are closed once complete
5.	Accurate and updated asset database	<ul style="list-style-type: none"> • Assist the Facilities Compliance and Performance Officer in maintaining a comprehensive asset register and when required, assist with the inputting of assets and data information
6.	Lone worker monitoring	<ul style="list-style-type: none"> • To administer the departments lone worker system
7.	Maintained security access system across TfGM's property portfolio	<ul style="list-style-type: none"> • In line document procedures, issue staff security passes • Maintain an accurate record of passes issued and returned
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • Health and Safety in line with the Health and Safety Act (1974). TfGM's Safety Management System Section 3.4 Departmental Manager responsibilities (Please read the Safety Management System Roles, Responsibilities & Accountabilities) • H&S Bus Operator contractual management • Dignity at Work policy • Information assurance and security in line with Cabinet Office requirements • Risk management and • TfGM's policies and procedures • Equality and diversity legislation • TfGM's Vision and Values

Key Interdependencies

Key Contacts	<ul style="list-style-type: none"> • Asset Manager • Property Services Manager • Bus Station Operations • All levels/categories of staff within the TfGM • Representatives from other statutory bodies • Officers of Local Authorities, Police and Fire Services • Contractors and other external service providers • Consultants
Direct reports	None
Budgetary responsibility	None
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created by					
Howard Hartley	Howard Hartley 10.12.2018				
HR Verification					
Cathryn McGarvey Jan 2019					

Person Specification

Facilities Assistant <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Experience in an administrative role dealing with contractors and other external organisations
E2	Computer literate, with an intermediate level of experience of using Windows based packages, including Word, Excel and Outlook
E3	Experience in a call centre/help desk environment
D	Desirable experience:
D1	Experience of managing databases
D2	Demonstrates knowledge of building maintenance activities/functions
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	GCSE Grade C, or equivalent, in Mathematics and English
DQ	Desirable Qualifications
DQ1	A Level passes in Mathematics and English, or equivalent Ordinary National Diploma/Ordinary National Certificate qualifications
DQ2	BTEC National Certificate (GNVQ/AVC Level 2) or equivalent
EA	Essential Attributes:
EA1	A clear understanding of the work programme and the contribution expected of you and your colleagues
EA2	A commitment to deliver the agreed work plan to the timescales and standards required
EA3	An understanding of the processes in place to deliver streams of work
EA4	An approach of 'no surprises please' - keeping your manager and others informed of the potential for significant change to the work plan - unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors
EA5	A customer focused approach - an understanding of, and appropriate response to, the expectations of the GMPTE and external customers the role holder must work with
EA6	Personal behaviour that is in line with the GMPTE statement of values and behaviours
EA7	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies
EA8	A commitment to manage and review your work on a regular basis
EA9	An ability to work without close supervision
EA10	Pride in consistently delivering work to required standards and deadlines.
EA11	Able to make positive contribution to work teams
EA12	Punctual and attentive
EA13	Competent in adhering to GMPTE policies, procedures and working practices
EA14	Prepared to assist others to manage fluctuations in workload