

## Role Profile

<b>Job Title</b>	Facilities Assistant
<b>Location</b>	Milestones and Basing House, Basingstoke
<b>Line Manager</b>	Head of Operations
<b>Salary</b>	£18,295 FTE per annum (2018/19 rates)

### Job Purpose:

To ensure the facilities and grounds of Milestones and Basing House are maintained to the required standard to deliver an outstanding customer experience.

### Main Responsibilities:

#### Maintenance and security of buildings, equipment and materials

- Ensure that both sites are in a safe condition at all times, reporting any changes or problems.
- Carry out repairs and maintenance or project work as required effectively and efficiently and carry out such tasks that are necessary for the efficient operation of the site.
- Assist with planning the annual project of works for both sites.
- Be responsible for coordinating the planned and emergency contracted maintenance work of both sites.
- Monitoring and liaising with the horticultural and grounds maintenance contractors for both sites.
- Ensure statutory checks/tests of the facilities are undertaken and maintain records of such checks (meter readings, building safety checks, health and safety checks).
- Ensuring all records for building audits are accessible and kept up to date.
- Take responsibility for the state and condition of furniture, fittings, machinery and gardening equipment.
- Undertake, follow and review risk assessments for any hazardous activities within the role. Follow safe working procedures and review as necessary for both sites.
- Support the cleaning function for both sites and be responsible for maintaining and controlling the stock of cleaning products.
- Ensure the removal of rubbish, waste and recycling materials from both sites.
- Guidance and supervision of the grounds volunteer team.
- Support other colleagues in the site team, to ensure delivery of the visitor experience to the customer.
- Attend and contribute to team meetings.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation.

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met.
- Comply with health and safety, equalities and environmental sustainability guidance and working practices.
- Undertake appropriate training and development.

#### **Other duties**

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be willing to undertake duties outside normal working hours.

#### **Corporate and statutory initiatives - equalities/health and safety/environmental sustainability**

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met.
- Comply with health and safety, equalities and environmental sustainability guidance and working practices.
- Undertake appropriate training and development.

#### **Key competencies**

Deciding and Initiating Action  
Working with People  
Applying expertise and technology  
Planning and Organizing  
Following Instructions and Procedures  
Coping with pressures and setbacks

#### **Person Specification:**

##### **Essential qualifications**

- Educated to GCSE level, including Maths and English or NVQ Level 1 and relevant experience.

##### **Essential knowledge, skills and experience**

- Previous experience of caretaking/facilities maintenance
- Experience of using appropriate machinery
- Knowledge of relevant Health and Safety rules and regulations, assessing producing risk assessments, record keeping

##### **Desirable qualifications, skills, knowledge or experience**

- Relevant qualification in horticulture or similar
- Pesticide qualification
- IOSH qualification

- Fork Lift Truck Licence
- General maintenance/Handyman skills
- Health and safety courses attended/certificates
- Experience of customer facing organisation and working with volunteers

### **Working Conditions:**

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual Handling of objects of weight 10kg+ on a daily basis
- Using Display Screen Equipment – Desktop PC and Laptop
- Work Environment: at height, with electricity, in confined spaces, lone working, sun exposure and outdoor working
- Work Equipment/Machinery: \*Could include operating hand held vibratory tools such as strimmer's, hedge trimmers a range of mowers etc. as defined by the Control of Vibration at Work Regulations 2005, could include working with noise over 80Db as defined under The Control of Noise at Work Regulations 2005.
- Wearer of Personal Protective Equipment
- Driver of Fork Lift truck (if qualified)
- Driving own vehicle for work purposes
- COSHH (Control of Substances Hazardous to Health) – Biological: vermin control, moulds/fungi e.g. mouldy vegetable matter/bird handling, human blood or bodily fluid, soil, waste and petrol/gardening products
- COSHH (Control of Substances Hazardous to Health) – Chemical: regular contact with any chemicals including cleaning chemicals, wood dust, pesticides and oils