

Facility Officer

Job Ref:230057

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Operational Services grade 5

Job Purpose:

To support the Capital Strategy & Maintenance Manager (CSMM) and Customer Experience Manager (CEM) in leading the operational long term maintenance requirements across all indoor and outdoor sports facilities.

To take ownership for the department as key point of contact for H&S and Risk Assessments action plans. Work with Facility Managers and Duty Managers across all sports facilities ensuring that risks are minimised and all areas of sport facilities are maintained to the highest standard expected from our world class facilities.

Key Tasks:

- To lead all Facility and AU H&S actions including : training, audits, accident reporting, water hygiene management, fire safety and PUWER. (Working with key individuals across SDC – H&S Chair, AU lead, LU central H&S Team)
- To escalate and report high risk issues and support investigations.
- To support the operational LTM revenue working with Senior Managers to ensure proactive approach to works required.
- In conjunction with Facility Managers take an active role in managing the maintenance of the indoor and outdoor sporting facilities
- Represent SDC at H&S meetings, take responsibility for ensuring that items are actioned, and the appropriate colleagues are made aware.
- To regularly audit sports facilities and maintenance requests via Archibus system and to work with FM colleagues to work up clear action plans
- Report monthly on outstanding issues within the Archibus system and escalate with FM colleagues to achieve an appropriate remediation.
- In conjunction with senior managers manage the allocation of maintenance budgets (LTM Revenue) and input to LTM capital budgets, working with CSMM, CEM & FM colleagues on resource available in accordance with University financial management expectations.

- To support the Facility Managers to set clear expectations and encourage all members of staff to take pride in their facility/s.
- To work with the SDC events team and relevant Facility Manager to ensure that all events are properly risk assessed and work with colleagues in the Health & Safety team to ensure compliance.
- To recognise that the facilities are not '9-5' facilities and some out of hours and weekend working will be required, particularly during high profile events.

Responsibilities:

Staff Support

- To support, inspire and motivate the operational team by instilling a 'can do' attitude and a culture of learning and continuous service improvement.
- To support the Customer Experience Manager, Senior Facility Manager and Facility Managers in achieving the performance targets around customer experience, usage and facility developments by ensuring LTM plans are appropriately timed and that any urgent maintenance areas are prioritised.
- Provide advice and guidance on all aspect of facility maintenance and H&S operations and escalate issues where necessary.

Financial Accountability

- To work closely with CX Manager and Capital Strategy & Maintenance Manager to prepare an annual budget for long term maintenance revenue budgets, alongside reviewing SDC facility maintenance budget areas.
- To contribute to the LTM capital 5-year forecasts.
- In conjunction with Capital Strategy & Maintenance Manager and FM Colleagues receive, monitor and manage quarterly financial reports detailing maintenance expenditure. To assist SDC colleagues in identifying areas of concern and prepare maintenance proposals to be put forward to LTM project Board
- To contribute to the preparation of reports for the University Finance Committee relating to sports facility finances.

Facilities

- Work with CX Manager and Sports Capital Strategy and Maintenance Manager on planning and delivering LTM Revenue facility projects and upgrades, to ensure there are minimal operational disruptions and the highest possible standard of end user experience is achieved.
- Proactively assess the maintenance standards of the indoor and outdoor facilities. Reporting issues via Archibus, working collectively with FM colleagues to ensure the rectification of problems.
- To be the initial point of contact for Facility Managers to escalate issues / challenges to FM colleagues.

- To work with the Facility Managers and Senior Facility Managers to provide a high quality work environment for our staff and customers.
- Work with all Facility Managers and Senior Facility Manager to ensure full compliance with all statutory obligations, including; all health and safety, fire and building regulations.
- Support where required with LTM Capital and Capital projects working with the Senior Facility managers and Sports Capital and Maintenance Manager.

Facilities – Development and Delivery

- To collate and ensure that the facilities equipment/fixed assets inventory is checked regularly and kept up to date.
- To ensure that the maintenance, cleaning and all operational aspects of the facility are managed by the facility management team ensuring exceptional service standards and all health and safety requirements are met.
- To develop effective relationships with internal university departments (particularly Facilities Management and Health & Safety) and external service providers to ensure an efficient service delivery.
- To be responsible for acquiring the relevant licences for the facilities including PPL, PRS and PEL licences.
- As part of the Customer Experience team, contribute to the formulation of relevant policies and procedures and oversee implementation as required.
- To regularly conduct audits within the facility environments indoor and outdoor and work with the relevant colleagues to resolve any challenges or actions required.
- Incubate a sense of community within the facility team to create a positive sharing environment of ideas and goals.
- To carry out any other duties, commensurate with grade, that may be reasonably requested.

Health & Safety

- To support SDC colleagues in reviewing and leading H&S operational actions, creating clear action plans and creating/ updating risks assessments
- To lead within SDC any relevant training, accident reporting and safety requirements.
- To support any investigations, working with central H&S teams
- To escalate and support any risks notified or highlighted across the department.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to always observing the University's Equality & Diversity policy and procedures. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Capital Strategy & Maintenance Manager (CSMM) and Customer Experience Manager (CEM)

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a customer focussed environment.	1,3
	Proven excellent customer service skills.	1,2,3
	Excellent communication skills.	1,2,3
	High standard of personal presentation.	1,3
	Good understanding of water hygiene management, COSH, fire safety and PUWER.	1,3
	Open, honest and approachable with an outgoing personality.	3
	High personal integrity and motivation.	3
	Ability to use own initiative and work effectively as part of a team.	1,3
	Have a positive 'can do' attitude.	1,3
	Punctual, flexible and reliable.	1,3
	Financial experience	
Qualifications	Educated to A-Level standard or equivalent relevant experience	1
	High level of literacy and numeracy.	1
Equality & Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3
Training	Be committed to, and actively participate in, a programme of continuing personal professional development.	1,3
	Demonstrate evidence of having undertaken further training.	1,3
Other	Willingness to work irregular hours as necessary.	1
	Knowledge of Health & Safety legislation and willingness to undertake further H&S training	1,3
	Ability to prioritise work	1,3
	Experience of report writing	
	A sound knowledge of the Health and Fitness industry.	1,3
	A commitment to observe the University's Equal Opportunities and Health & Safety policies at all times.	1,3
	A commitment to observe and uphold the SDC Anti-Doping Policy.	1,3

Desirable Criteria

Area	Criteria	Stage
Other	Experience of working in a leisure environment	1

	IOSH Qualification	1
	NEBOSH Qualification	1
	Experience of investigating incidents/accidents	1,3
	An understanding of university sport.	1
	Knowledge of a broad range of sports and their fitness requirements.	1,3

Conditions of Service

The position is full time and open ended.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>