

UNISON
SYSTEMS MANAGEMENT SECTION

FACILITIES ASSISTANT

JOB TITLE: Facilities Assistant
GRADE: 7
REPORTS TO: Facilities Manager, who in turn reports to the Director of Systems Management Services.

OVERALL SUMMARY & JOB BRIEF

The Facilities Assistant will provide clerical and administrative support to the Facilities team at UNISON Centre, providing services to staff and visitors who work in or attend meetings in the building.

The postholder provides a first-line customer service to staff contacting the Facilities Helpdesk via telephone or email, resolving queries personally or passing them on to appropriate staff or contractor teams.

KEY RESPONSIBILITIES

- Together with the Facilities Administrator, assist the Facilities Manager to manage the UNISON Centre estate including staff offices, residential accommodation and adjoining retail unit.
- Provide Facilities Helpdesk function, responding to incoming requests, delegating to staff or contractors, and logging and monitoring activities to satisfactory completion.
- Assist with Health and Safety processes, including fire evacuation drills and personal evacuation plans, induction of contractors, checking risk assessments and method statements, and updating records of statutory inspections.
- Maintenance of facilities administration systems including building system manuals, and changes to office floorplans and seating matrix.
- Ensure caretaking, janitorial and cleaning services are properly resourced; assist with preparing shift rotas, covering unplanned absences, scheduling overtime and ensuring essential supplies are ordered and delivered in a timely manner.
- Financial administration of facilities budgets and expenditure, including monitoring expenditure, raising purchase orders and ensuring timely payment of invoices.
- Assistance with any other reasonable administrative task requested by the Facilities Manager or the Director of Systems Management.

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PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age (up to 65). This Person Specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunity policy. It is given to all job applicants for information.

Assessment code: **A – Application form** **PI – Panel interview**

Heading	Selection criteria	Assessment
1. Thinking and Knowledge	<ul style="list-style-type: none"> • Ability to instruct and supervise the work of contractors. • Ability to conduct regular health and safety inspections and complete and maintain risk assessments. • Ability to operate and maintain accurate record and information systems. • Ability to carry out financial administration including monitoring budgets, assessing estimates, logging and processing invoices. • Knowledge of safe working practices, ensuring records of risk assessments and method statements are correctly completed and maintained. 	<p style="text-align: center;">A PI A PI A PI A PI A PI</p>
2. Interpersonal and Communication	<ul style="list-style-type: none"> • Working effectively as a member of a team, understanding the unit's objectives and work priorities. • Ability to communicate effectively both orally and in writing with staff, contractors and specialist consultants. • Ability to supervise on-site contracted staff such as engineers and other specialists. • Conduct Health and Safety and building inductions for staff and all contractors. • Use of information and communications technology including all Microsoft Office applications, and database information. 	<p style="text-align: center;">A PI A PI A PI A PI A PI</p>
3. Initiative and Independence	<ul style="list-style-type: none"> • Ability to manage and prioritise work under pressure, particularly competing requests from numerous different sources. • Ability to coordinate staff and external contractors, delegating tasks efficiently and accurately. • Ability to instruct agents and building support services to respond to priority issues. 	<p style="text-align: center;">A PI A PI A PI</p>

Heading	Selection criteria	Assessment
4. Staff Management	No management requirements	
5. Resource Management	<ul style="list-style-type: none"> • Monitor department budgets for building maintenance, security and cleaning contracts. • Monitor project budgets for building and plant refurbishment projects and smaller building costs 	<p style="text-align: center;">A PI</p> <p style="text-align: center;">A PI</p>
6. Physical Skills <i>(with DDA modification where necessary)</i>	<ul style="list-style-type: none"> • Keyboard skills 	<p style="text-align: center;">A PI</p>
7. General Knowledge	<ul style="list-style-type: none"> • Knowledge of statutory requirements in building management including best practice, compliance and record keeping. • Knowledge and experience of Health and Safety practice, regulations and legislation. • Knowledge of ICT packages including Microsoft Office. • Knowledge of the requirements of people with disabilities. • Commitment to and understanding of equal opportunities. • Commitment to and understanding of UNISON's aims and values and the trade union movement. 	<p style="text-align: center;">A PI</p> <p style="text-align: center;">A PI</p> <p style="text-align: center;">A PI</p> <p style="text-align: center;">A PI</p> <p style="text-align: center;">A</p> <p style="text-align: center;">A</p>