Building Services Assistant

£19,238 - £24,717

Lifford House, Fordhouse Lane, Stichley, Birmingham

Working 36.5 hours per week. This is an opportunity to join a dynamic team within the Birmingham Property Services Corporate Landlord team. The Corporate Landlord provides a quality facilities management service to the occupants of the Council's award winning administrative offices.

This post supports the day to day operation of the offices and offers an opportunity for the successful candidate to contribute to the future direction of the service and its offer to occupying directorates.

The Operations team works on a flexible basis providing support across the wider office portfolio and you will be required to travel between different administrative buildings. You will be a team player with a good working knowledge of office management systems and be able to manage time effectively and use your initiative to respond to issues as they arise. You will need to excel in customer services as you may be required to cover Reception.

Having excellent interpersonal and communication skills you will have a “can-do” attitude and be able to display experience of working in the facilities management area. If you are able to multi-task, are reliable, personable, and committed to the delivery of a quality service, this could be the role for you.

Any Informal enquiries please contact Stella Harnick on 303 2078

Ref: R1812016J

Closing date: 26 August 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
1. **Job Purpose**

To deliver a professional, constant and first class customer-focused service to building users and visitors, dealing with enquiries face-to-face and via telephone calls and e-mails and working to support all building users by delivering good quality communications and advising and assisting in the use of building facilities. To support Building Managers in the monitoring of accommodation standards, ensuring the enforcement of building protocol.

2. **Duties and Responsibilities**

2.1 To act as focal point for operational building related matters in (CAB) administrative buildings, assisting the Building Manager/ Assistant Manager by managing the mailbox, dealing with telephone calls and representing the Corporate Landlord on site.

2.2 To communicate effectively with customers, processing information in response to enquiries, concerns and requests and notifying building users of planned works etc.

2.3 To greet visitors and new building occupants, highlighting key building features and to communicate building protocols, provide information and direct individuals to correct destinations.

2.4 To take and relay messages accurately and respond to enquiries from visitors and building users in a timely, polite and professional manner.

2.5 To assist in the monitoring, ordering and receipt of goods and services and to undertake spot checks to maintain good building standards, monitoring service standards and to proactively identify issues that may impact on building users or the reputation of high standards in CAB buildings.

2.6 To present and update information on electronic plasma screens, ensuring accuracy.

2.7 To monitor and ensure compliance with Health and Safety Regulations by occupants and visitors.

2.8 To record customer interactions and monitor building usage.
To assist in the provision of parking and access to the building for people with disabilities, who may require specific arrangements.

To carry out inspections to ensure tidy public and communal multi-function areas and to be available to provide assistance with meeting rooms, facilities or equipment.

To handle and resolve customer complaints in a professional and sensitive manner.

To attend BUG Meetings and work with building users to build good relations and improve the working environment.

Any other duties commensurate with role or grade.

3. **Supervision Received**

3.1 **Supervising Officer Job Title:** Building Manager

3.2 **Level of Supervision**

2. Left to work within established guidelines subject to scrutiny by supervisor.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

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<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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5. **Special Conditions**

5.1 Required to be flexible in relation to work location

5.2 A full driving licence is preferred

☐ This vacancy is exempt from the Rehabilitation of Offenders Act.

☐ A Disclosure and Barring Service check will be undertaken.

Observance of the **City Council's Equal Opportunities Policy** will be required.
The Economy Directorate

Person Specification

Post: Building Services Assistant  Grade: 3
Division: Birmingham Property Services  Section: Corporate Landlord

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
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<td>Education/Qualifications NB: Full regard must be paid to overseas qualifications.</td>
<td>Level 2 NVQ or GCSE Grades A* - C or equivalent or BTEC National (First Year) is preferred but not essential</td>
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<td>Experience (Relevant work and other experience)</td>
<td>Applicant required to have experience in loading/amending information on various computer packages and databases</td>
<td>AF/I</td>
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| Skills & Ability e.g. written communication skills, dealing with the public etc. | Ability to collate and compile financial, statistical and numerical data
Ability to use, manage and improve computer based office systems and have good dexterity and co-ordination skills to achieve high standards of accuracy and speed when loading information on databases and computer packages
Ability to communicate with other professionals and the public, including the preparation of correspondence in a clear and concise manner, and within timescales
Ability to be a self-motivated team player, able to deliver and monitor work programmes within timescale and resources
Ability to take on an increasingly complex workload with reduced supervision
Flexibility and ability to adapt to changing work patterns and practices
Understanding of and commitment to customer service, including diversity and equality
Ability to provide an appropriate level of support to property teams including routine property functions where appropriate | AF/I |

Training | Discipline based/ specific training and development relevant to the job | I |

Other

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery