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Job Description

Facilities Officer

All criteria are Essential unless indicated otherwise

Reports to: Assistant Director of Customer Service and Partnerships

Responsible for: n/a

Overall Job Purpose: Lead on the delivery of high-quality and customer focused services in relation to Barcud's Creuddyn Enterprise Centre enabling Barcud to meet its business objectives and the needs of its external customers.

Key Responsibilities –

Facilities:

- Be the first point of contact for business tenant enquiries in relation to Creuddyn, seeking to handle business tenant issues swiftly and successfully through a welcoming, professional and friendly manner.
- Develop and implement Customer Service and Partnership approaches and strategies in relation to facility management.
- Actively promote and market the conference and training facilities using a variety of forms including social media.
- Be responsible for setting up the training / conference rooms to suit the needs of those holding events.
- Be responsible for the content of the website / social media and booking of rooms or hot desks online and by phone.
- Be able to work occasional evenings and weekends depending on training/conference events.
- Liaise with local catering establishments to provide outside catering for events as required.
- Set up refreshments for events held at Creuddyn.
- Develop relationships with local accommodation providers to offer overnight options for delegates attending conferences.
- Inform business tenants of the processes and procedures that the Association will follow for the facilities issues they have raised.
- Inform tenants on Barcud's responsibilities and their responsibilities in relation to facilities and property management.
- Liaise with the Maintenance Surveyor to investigate issues raised and report any repairs via the correct procedure.

- Be responsible for carrying out and recording weekly Health and Safety checks such as alarms, emergency lighting etc
- Work collaboratively across the organisation to resolve issues raised by business tenants in relations to facilities and material problems.
- Work with the Development & Asset Management Directorate in the delivery of Planned Maintenance and Compliance works, ensuring that business tenants are aware of works ahead of their start and aware of the expected timescales of works.
- Handle complaints and compliments in relation to Barcud's facilities, distributing these complaints and compliments to relevant staff as appropriate.
- Maintain and manage databases relating to tenant facilities enquiries, ensuring accurate and robust record-keeping.
- Assist with wider activities in the Customer Service and Partnerships function.
- Deputise for the Assistant Director of Customer Service and Partnerships when required.

People:

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



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Personal Specification

Facilities Officer

This person specification details the experience and skills for the position of Facilities Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- Educated to GCSE level, including English Language.
- Educated to A-level standard. (D)
- Evidence of proactive professional development. (D)

Experience

- Experience in a customer-facing role.
- Providing Customer Services on the telephone and in person.
- Assisting with enquiries relating to the built environment, facilities or event management.
- Working collaboratively across an organisation.
- Maintaining accurate records on customer-facing services.
- Encouraging collaboration in Customer Service delivery.
- Public sector or Housing Association experience. (D)

Skills / Knowledge

- Welsh and English speaker.
- Understanding of the common challenges and issues in Customer Service delivery.
- Awareness of issues associated with facilities and property management.
- ICT literate and able to set up conference / training ICT if needed.
- Friendly, professional and welcoming manner.
- A strong commitment to a people focused culture.
- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Sound numerical, reasoning and written communication skills.

- Ability to manage, develop and implement processes, procedures and systems relating to business tenancy management, sustainment and income.
- Ability to lead and motivate staff.
- Able to set appropriate and challenging performance targets for own team and self.