

Facilities Officer Applicant Recruitment Pack

Sefton is a really great place to live and work



Sefton Council



Welcome

Hello,

Thank you for your interest in the position of Facilities Officer within Sefton Council's Property & Asset Management Service. This is an exciting opportunity to play a key role in the management, maintenance and continuous improvement of the Council's corporate estate, ensuring that our buildings remain safe, compliant, efficient and fit for purpose for employees, residents and partners.

Working within the Facilities Management team, you will support the delivery of high-quality facilities services across our civic buildings, manage contractors and technical staff, contribute to improvement projects, and help maintain the standards that enable the Council to deliver essential services to the communities we serve. This is a varied and rewarding role for a proactive individual with strong organisational, communication and problem-solving skills who is passionate about delivering excellent customer-focused services.

At Sefton Council, we are committed to creating a positive, inclusive and supportive working environment where employees can develop their skills, contribute to meaningful outcomes and make a real difference to the borough. We look forward to receiving your application.

Best of Luck!

Joanne Moon

Head of Facilities Management & Building Services



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major Northwest cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating



from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression, strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.
- Sefton operate a 'Shut Down' period over the Christmas period which staff contribute four fifths of a week's pay over a 12-month period.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.



- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

The Facilities Officer plays a vital role in ensuring that Sefton Council's civic buildings and corporate estate provide a safe, efficient and well-maintained environment for staff, visitors and partners. Working within the Civic Buildings & Facilities Management team, the post holder will support the day-to-day operation of Council buildings, coordinating maintenance activities, managing contractors and service providers, and ensuring that facilities services are delivered to a consistently high standard.

The role is responsible for overseeing facilities-related projects, responding to maintenance and operational issues, monitoring statutory compliance requirements, and supporting the effective management of the Council's assets. The Facilities Officer will work closely with internal teams, external contractors, tenants and stakeholders to ensure that buildings remain compliant, accessible and fit for purpose, while contributing to the efficient use of resources and achievement of value for money.

This is a varied and rewarding position requiring strong organisational skills, sound judgement and a proactive approach to problem solving. The successful candidate will



have the opportunity to make a significant contribution to the delivery of high-quality facilities management services that support both the Council's workforce and the wider communities of Sefton.

The key responsibilities include:

- Coordinate and monitor the day-to-day delivery of facilities management services, ensuring a safe, compliant and effective working environment across the Council's civic buildings.
- Provide support and guidance to the multi-technician, assist in allocating workloads, monitoring performance and ensuring work is completed to the required standards.
- Oversee the performance of contractors, partners and service providers, including cleaning, maintenance, security, landscaping and other specialist services.
- Respond to and coordinate repair and maintenance requests, ensuring issues are addressed promptly and efficiently while monitoring the quality and timeliness of completed works.
- Monitor statutory compliance requirements and maintain accurate records to ensure Council buildings remain safe and compliant with relevant legislation and standards.
- Support the Facilities Manager in the day-to-day management of the corporate estate, contributing to the effective operation and continuous improvement of facilities services.
- Manage facilities management projects, including office moves, space planning, building clearances and minor refurbishment works, ensuring delivery within agreed timescales and budgets.
- Monitor budgets, invoices and service expenditure, ensuring accurate financial control, value for money and compliance with Council procedures.
- Liaise with tenants, landlords, contractors and internal stakeholders to maintain positive working relationships and resolve property and facilities-related issues effectively.
- Support the efficient management of staff car parking and other building-related resources to maximise utilisation and service effectiveness.
- Promote excellent customer service and contribute to maintaining accessible, welcoming and well-presented buildings that support the delivery of Council services.



- The ability to prioritise tasks effectively and efficiently
- Exceptional attention to detail
- Handling sensitive information with the highest level of confidentiality and discretion
- Proficient in the use of the Microsoft Office package including Outlook, Teams, Word, PowerPoint, Excel etc.
- Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.



- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.
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Application and Selection Information

The closing date for this vacancy is **Friday, 21st August 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Thursday 10th September 2026**.

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.



All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Appendix A – Job Description and Person Specification

Post:

Directorate:	Regeneration, Economy & Assets
Location:	Hybrid / Magdalen House, Bootle, L20 3NJ
Division:	Civic Buildings & Facilities Management
Post:	Facilities Officer
Grade:	G £32,597 to £36,363 (pay award pending)
Reporting to:	Facilities Manager

Purpose of the Role

Working with the Facilities Manager, the Facilities Officer is responsible for the provision of accommodation and support services across the Council's Civic Buildings, ensuring that employees, partners and visitors have access to safe, compliant, efficient and well-maintained working environments. The role supports the delivery of the Council's core business by coordinating facilities management services, overseeing maintenance and compliance activities, managing contractors and resources, and contributing to the effective operation of the corporate estate. Through a proactive and customer-focused approach, the post holder will help ensure that Council buildings remain fit for purpose and capable of supporting the needs of modern service delivery.

MAIN DUTIES

1. Co-ordinate and monitor, on a day-to-day basis, the sub-contractors and partners who assist in the delivery of our services, e.g. Attendant Services, Building Maintenance, Building Cleaning, Cleansing, Landscaping, Sefton Security and all other specialist external contractors to deliver a safe and effective working environment.
2. Support in the management of the Multi-Technician to ensure that their workload is appropriate to the demands of the business, their availability, the expertise of the operatives and is delivered to an acceptable standard.



3. Monitor and document output of the Multi-Technician to ensure such obligations as safe working practices and best value for the Council.
4. Process requests for emergency repair and maintenance requirements within the Facilities Management Section and either direct to the Multi-Tech or forward to the various Maintenance Sections to ensure that all facilities are maintained to a reasonable standard of repair and presentation. Review delivery of works and follow up on any deficiencies and delays.
5. Manage the staff car parking facilities to ensure the most efficient utilisation of the car parks.
6. Collate and monitor information in relation to invoices, payment of accounts, maintenance budgets etc to ensure accurate monitoring of accounts and contracts, prompt recharging and payments within budget parameters.
7. Monitor statutory compliance requirements are met and ensure that necessary records are kept up to date on each site.
8. Support the Facilities Manager with the day-to-day management of the Corporate Estate to ensure an efficient, consistent and considered approach to issues that may arise.
9. Liaise with tenants or Landlords of Council properties and respond to issues in order to maintain a good working relationship and resolve issues quickly.
10. Implement Project Delivery of Facilities Management Projects within the Civic Buildings portfolio within agreed timescales and budgets. This would include such projects as reorganisation moves, building clearance and minor refurbishment works.
11. Filter incoming information and prioritise issues to support senior officers effectively.
12. Manage diaries, including scheduling meetings, booking venues, attending and minuting meetings, arranging travel and ensuring follow-up actions are completed.
13. To prioritise own workload, work to pre-determined deadlines and engage in multiple initiatives simultaneously, with a pursuit of excellence.
14. Demonstrate personal resilience, develop self, provide appropriate and constructive challenge, and listen and value other views with consideration to improving quality.

SPECIAL CONDITIONS

- Occasional work outside normal hours may be required.
- A flexitime scheme is currently in operation.



- A casual car users allowance is available. The post holder must hold a current driving licence.
- The post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

GENERAL REQUIREMENTS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

Note: Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**PERSON SPECIFICATION****Post:** Facilities Officer

Personal Attributes Required (Considerations)	Essential (E) / Desirable (D)	Method of Assessment
Business / Technical Qualification (HNC / HND / Degree Level or Equivalent)	E	AF / C
Evidence of Computer Literacy	E	AF / C / T
Support in the management of staff	E	AF / I
Previous experience of working on own initiative and managing facilities projects	E	AF / I
Previous experience in the organisation of sub-contractors and partners	E	AF / I
Evidence of successful financial and resource management, including resolving conflicting priorities, applying rigorous monitoring and control procedures, procurement, and establishing value for money	E	AF / I
Evidence of supporting the delivery of customer-focused Facilities Management services that involve customers and enhance standards and performance	E	AF / I
Working knowledge of Microsoft Office	E	AF / I / T
Good understanding of local government and complex organisational context	E	AF / I
Excellent written and communication skills	E	AF / I / T



Ability to analyse complex issues and solve problems creatively	E	AF / I
Ability to operate efficiently under competing demands	E	AF / I
Dexterity, co-ordination and sensory skills	D	AF / I
Work corporately within a One Council approach and collaboratively with partners	E	AF / I
Develop self and others and maintain resilience	E	AF / I
Work within Council policies using discretion and initiative	E	AF / I
Periods of concentrated mental attention	E	AF / I
May be expected to work outside normal hours on occasion	E	AF / I

Assessment Methods

AF: Application Form

I: Interview

C: Certificates

Prepared by: Joanne Moon

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