

ROLE DESCRIPTION

Job Title	Premises Officer
Salary Band	24-26
Reporting to	Facilities & Premises Manager
Directorate	Place
Service Area and sub area	Land & Property
Team	Facilities Management
Political Restriction	No

1. Primary Purpose of the Post
Reporting to the Facilities & Premises Manager the postholder will provide a wide-ranging and supportive multi skilled role with knowledge & experience sufficient to ensure the safety, maintenance, and operation for the facilities within the management of the service. Delivery of planned maintenance and service schedules to ensure buildings and services remain safe to occupy and fully functional is a key requirement of the role, together with an ability to prioritise and respond to reactive and emergency repairs and maintenance tasks as may be required. The role centres on delivering a high standard of customer service for the Combined Authority staff and tenants alike at our Mann Island Headquarters but may include occasional working on other sites to deliver the needs of the service.
2. Your responsibilities
• General Servicing/Maintenance of building infrastructure • Reactive repairs and maintenance • Testing of Portable Appliances for safe use (P.A.T) • Accurate record keeping • Materials stock control and ordering • General administrative and clerical support duties appertaining to the role • Opening and closing buildings Alarm and Unalarmed / Key Holder • Assist with events including setting up of meeting rooms, AV equipment etc • Technical support and maintenance of meeting rooms, other building operating systems as may be required to ensure safe and reliable building management is maintained. • To keep buildings, equipment and facilities safe, operational and maintained to high levels. • Opening and closing buildings/property ensuring site security and safety are maintained to the highest standards at all times • Assist with building alarm zone checks.



- To be an Incident Controller/Fire Marshall in emergency situations ensuring safety standards are maintained at all times.
- Supporting the Facilities & Premises Manager / Concierge Team Leader in conducting regular building evacuation drills, building repair inspections, systems checks
- Observing and reporting any unusual or suspicious persons or activities
- To coach and mentor apprentices and other developing team members

3. General Corporate Responsibilities

- Regular checks and tests of installations and equipment for the purposes of day-to-day safe building operations.
- Report/manage defects/repairs or hazardous occurrences as may be required.
- A commitment to the Liverpool City Region and an understanding of its stakeholders.
- An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion.
- Share best practice, offer suggestions and develop supportive relationships
- Experience of contributing to a high-performance culture.

4. Recruitment Plan

Competency Based Interview.

PERSON SPECIFICATION

Job Title: Premises Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Appropriate NVQ Level 1; City & Guilds Level 1; GCSEs grades 3 to 5 or equivalent qualification(s)	E	A, I
NVQ Level 2; City & Guilds level 2; GCSE's grades 6 to 9 or equivalent qualification(s).	D	A, I
Relevant qualification e.g. CSCS; NPORS	D	A, I
Portable Appliance Testing Training	D	A, I
Driving Licence - Manual	D	A, I
Qualified First Aid provider	D	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
Knowledge of relevant Health, Safety and Environmental Legislation	E	A, I
Demonstrable experience of working in a client-facing, customer service environment.	E	A, I
Strong customer focus, putting customers at the heart of everything we do.	E	A, I
Competent & proficient in general IT systems and applications	E	A, I
Experience and understanding of Health & Safety.	E	A, I
Ability to deliver written and verbal communications to a technical audience.	E	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent customer care	E	A, I
Standard of numeracy and literacy for the purposes of the role.	E	A, I
Awareness of equality & valuing diversity	E	A, I
Able to work on own and as a team	E	A, I
Ability to manage own workload and prioritise tasks to deliver the service	E	A, I
Ability to work to deadlines and to a quality standard	E	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Able to present a polite, approachable, and self-assured attitude	E	A, I
Ability to maintain confidentiality and handle situations with sensitivity and tact.	E	A, I



Ability and awareness of standards of personal presentation for the role	E	I
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Core Behavioural Competencies	E = Essential D = Desirable	Identified By
It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan. This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.	E	I

Key to Assessment Methods:

A - Application
I – Interview