

| COMMUNITIES | | |
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| Person Specification | | |
| Facilities Supervisor | | |
| Post number: 5602 | Post grade: LS13 | |
| ATTRIBUTES | ESSENTIAL | DESIRABLE |
| EXPERIENCE | <p>Working with the general public in a service environment</p> <p>Experience of working in a facilities operations position</p> | <p>Experience of customer sales and customer care</p> <p>Management of individuals and teams</p> <p>Working in a local authority environment</p> |
| QUALIFICATIONS | <p>Health and safety such as; risk assessment, ladder safety, personal safety, COSHH, manual handling, legionella control, fire awareness, needle stick</p> | <p>First-Aid at work</p> <p>Recognised management / supervisory qualification</p> |
| SPECIALIST KNOWLEDGE/ SKILLS | <p>Ability to supervise a team of staff including delivering PDRs, staff rotas and controlling quality standards</p> <p>Knowledge of current health and safety legislation and its application in relation to facility management</p> <p>Ability to present a positive image of the Council</p> <p>Excellent communication and customer care skills with the ability to resolve operational problems effectively</p> <p>Ability to identify and develop operational procedures which improve quality standards</p> | <p>Ability to carry out minor repairs</p> |
| IT SKILLS | <p>Good standard of IT skills including e-mail, diary management, word</p> | <p>Knowledge of computerised bookings systems and</p> |

OFFICIAL

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| | processing, spread-sheets and internet | financial management systems |
| PERSONAL CHARACTERISTICS | <p>Reliable, with a flexible approach to work duties and shifts</p> <p>Ability to work effectively alone and in a small team with a variety of different colleagues</p> <p>Practical and pro-active approach to problem solving and an ability to prioritise tasks</p> <p>Well organised, motivated and enthusiastic</p> <p>Ability to remain motivated during periods of repetitive duties</p> | |
| PHYSICAL REQUIREMENTS | <p>Ability to lift heavy loads and undertake manual duties</p> <p>Confident to undertake lone working</p> | |
| SPECIAL WORKING CONDITIONS | <p>Ability to work on a shift system involving early mornings, evenings and weekends</p> <p>Must hold/maintain a current driving licence and have access to a car for work purposes</p> | |

PREPARED BY: Nicola Wells

DESIGNATION: Community Development Team Manager

DATE: March 2025