

COMMUNITIES		
Person Specification		
FACILITIES ASSISTANT		
Post number: TBC	Post grade: LS 15/14 with a Competency Framework	
ATTRIBUTES	ESSENTIAL	DESIRABLE
EXPERIENCE	Experience of working with the general public in a service environment	Experience of working in an operational facilities environment. Experience of customer sales. Experience of setting up AV equipment and other technologies for room bookings
QUALIFICATIONS	Literacy and numeracy skills, to be able to undertake basic written notes and calculations with accuracy.	First-Aid at work. Health and safety such as; risk assessment, ladder safety, personal safety, COSHH, manual handling, legionella control, fire awareness, needle stick training.
SPECIALIST KNOWLEDGE/ SKILLS	Ability to present a positive image of the Council. Ability to communicate clearly and accurately in writing and verbally. Good customer care and people skills	Knowledge of current health and safety legislation and its application in relation to community facilities. Ability to carry out minor repairs.
IT SKILLS	IT skills including use of e-learning, e-mail, opening attachments and printing.	Spread-sheets, use of computerised enquiries/ bookings systems. Knowledge of AV systems , or the ability to be trained.

PERSONAL CHARACTERISTICS	Reliable, with a flexible approach to work duties and shifts. Ability to work effectively alone and in a small team with a variety of different colleagues Practical and pro-active approach to problem solving and an ability to prioritise tasks. Well organised, motivated and enthusiastic . Ability to deal with difficult situations in a diplomatic manner. Ability to remain motivated during periods of repetitive duties e.g. cleaning. Commitment to ongoing training and learning and development opportunities	
PHYSICAL REQUIREMENTS	Ability to lift heavy loads and undertake manual duties.	
SPECIAL WORKING CONDITIONS	Ability to work on a shift system involving early mornings, evenings and weekends. Confident to undertake lone working. Must hold/maintain a full driving licence. This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfil all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public, providing advice and	Access to a vehicle for work purposes.

OFFICIAL

	using any specialist terminology appropriate to the role is essential for the post.	
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*Reasonable adjustments will be made in line with the Equality Act 2010

PREPARED BY: Hamish MacInnes

DESIGNATION: Facilities Manager July 2026