**Healthcare Improvement Scotland**

**Job Description Reference: JD581**

**Title of Post: Facilities Assistant**

**Band: Band 3**

**Reporting to: Head of People & Workplace**

**Location: Delta House, Glasgow**

**1. Job Purpose**

Responsible for providing a range of professional administrative and facilities services within the People and Workplace Directorate, with the ability to operate flexibly and provide support elsewhere within the organisation (and also at Gyle Square) as and when required.

**2. Job Dimensions**

The HIS Facilities team supports the organisation in both Delta House in Glasgow and Gyle Square in Edinburgh and is managed by the Head of People & Workplace. Due to the contracted nature of the building in Delta House, there is a need for a post to assist with some of the building/facilities related tasks, in conjunction with the Facilities Officer and Building Commissionaire. These tasks are in addition to some more general administrative tasks, to ensure that there is enough flexibility in the team to provide cover when required.

**3. Organisational Position**

 This post reports to the Head of People & Workplace. There will be an expectation

 that the post holder works flexibly and provides administrative support across the

 People & Workplace Directorate if and when required

**4. Key Result Areas, or Main Tasks, Duties and Responsibilities**

1. Maintaining the door entry system, ensuring all records are up to date.
2. Arranging/ planning staff training and – e.g. Fire Warden and First Aid training – and maintaining appropriate records.
3. Ordering of stationery and sundry supplies.
4. Maintenance of the office floors in Glasgow, ensuring that issues are reported appropriately.
5. Opening, logging and distributing incoming mail. Ensuring that outgoing mail is recorded and made available for collection at the relevant time.
6. Covering for the HIS Reception when the Receptionist is absent on breaks, annual leave and during periods of sickness absence.
7. Routine flushing of toilets/ taps to minimize risk of Legionella.
8. Assisting with the setup/operation of audio-visual equipment in meeting rooms.
9. Moving of furniture/ equipment (e.g. desks, monitors, AV) when required.
10. Picking up on issues relating to the fabric of the building and ensuring reporting as required.
11. Assist with managing and maintaining the Smartway room and desk booking system, making changes when necessary.
12. Liaising with couriers to collect leavers IT equipment/ furniture as well as coordinating with couriers for deliveries.
13. Ordering H&S equipment through NHS ordering system (PECOS) as well as furniture for staff working at home, liaising with the supplier to arrange instalment and delivery dates.
14. Liaising with contractors (electricians, joiners etc.) to ensure the offices are maintained to a high standard
15. Completing Display Screen Equipment assessment with internal clients, ensuring that they have a safe and comfortable working environment.
16. Updating Facilities team databases, ensuring any new information is logged onto systems.
17. Maintain notice boards within office
18. Assist with managing the Facilities team inbox, ensuring all emails are responded and dealt with in a helpful and timely manner.
19. Assisting with the preparation of meeting rooms for corporate meetings (internal and external) and helping to restore them afterwards.

**5. Equipment and Machinery**

**Equipment**

* Projectors
* PC/laptops (including Bluetooth wireless keyboard and mouse)
* Display equipment
* Photocopier/scanner
* Audio-visual equipment
* ID card printer
* Shredding machine

**6. Systems**

* Microsoft packages (including Word, Excel, PowerPoint, Access, Outlook)
* Internet
* Intranet
* Smartway2 desk/room booking system
* VPN token
* ID card printer software
* Populating, maintaining and generating information from PECOS, the organisation-wide financial system, to raise purchase orders and receipt goods in line with Healthcare Improvement Scotland processes.
* TURAS Learn, eExpenses, ePayslip

**7. Decisions and Judgements**

* Reports to the Head of People & Workplace and is expected to work autonomously within a framework of annually agreed objectives and performance review, undertaking daily duties using initiative with minimum supervision.
* Exercises discretion with confidential information received and demonstrates a professional approach when dealing with colleagues and external callers or visitors.
* Typical decisions and judgements are given below:
	+ Day-to-day administrative and facilities support, decision making, ability to work on own initiative and ability to provide continuity to cover other team members.
	+ Uses problem solving skills and influencing and negotiating skills to achieve positive results.
	+ Responsible for selecting suppliers (e.g. stationery, consumables) in line with organisational policies and ensuring adequate supplies of office consumables and HIS products.
	+ Responsible for selecting and using appropriate software for data entry.

**8. Communications and Working Relationships**

**External**

* NHSScotland staff at all levels
* Members of the public through meetings / events and *ad-hoc* enquiries
* Business contacts e.g. suppliers, couriers, contractors.
* External organisations wishing to book meeting space.

**9. Physical, Mental and Emotional Demands of the Job**

 **Physical**

* Use of PC, requiring hand/eye coordination and a need for speed and accuracy.
* Manual handling of furniture, display and other equipment.
* Use of Personal Protective Equipment where required (gloves, masks)

**Mental**

* Handles multiple, varying, unplanned and competing duties as required, and does so in a calm manner.
* Builds and maintains good relationships with internal and external contacts. Works autonomously and creatively, managing the varying demands of the post, balances workload and takes appropriate action.
* Anticipates problems and conflicts and resolves prior to the event.
* Changes and reprioritises workload in accordance with daily workload and responds to communications which require immediate attention.
* Breaks in concentration as a result of visitors, interruptions and telephone calls and the requirement to change tasks accordingly.
* Using initiative to progress actions as necessary and prioritises workload to ensure that deadlines are met.

**Emotional**

* Demonstrating sensitivity to people with differing/ special needs and circumstances.
* Responding sensitively to NHSScotland staff or members of the public who may be in a distressed or agitated state.
* Acting diplomatically especially when working to conflicting priorities and tight deadlines.
* Handling sensitive and confidential information which may relate to other Board areas.

**10. Most Challenging/Difficult Parts of the Job**

* Establishing and maintaining good working relationships with a diverse range of stakeholders ensuring diplomacy, discretion and professionalism.
* Adaptability is required for working in an organisation with an evolving national agenda.
* Ability to multi-task and work flexibly in order to achieve each task.
* Ability to prioritise and re-prioritise workload and demands from several sources in line with Directorate strategy and work to deadlines set.
* Required to handle sometimes hostile and emotive situations when communicating unpopular or unwelcome news to the team, colleagues or visitors and callers**.**
* Makes judgments regarding the need to refer-up issues which may need urgent attention.

**11. Knowledge, Training and Experience required to do the job**

1. The post holder will be educated to HNC level in an administrative subject OR bring demonstrable equivalent experience to the role which would have been gained in an administrative (preferably facilities) setting
2. Excellent communication and interpersonal skills (oral and written)
3. Ability to identify key issues and act accordingly
4. Advanced IT skills including use of MS Office (Word, Excel, PowerPoint, Outlook)
5. Strong organisational skills, including prioritising own workload and managing tight deadlines
6. Experience of working in a multi-disciplinary team
7. Knowledge of current legislation e.g. Data protection, data sharing, fire safety
8. Experience of handling confidential/sensitive information
9. Problem solving skills