

**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** | | | | | | |
| Job Title | | | **Facilities Assistant** | | | |
| Immediate Senior Officer/ Line Manager | | | FM Supervisor | | | |
| Department | | | Facilities Management | | | |
| SBU | | | Procurement Commissioning & Facilities | | | |
| Location | | | Various | | | |
| CAJE Reference | | | NPPRCFG509 | | | |
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| **2. JOB PURPOSE** | | | | | | |
| Assist in the consistent delivery of a range of quality Facilities services i.e. Domestic, Office Services (Mailroom and Reception), Catering and Waste Management, maintaining quality control standards and compliance across services.  The post holder will work on an integrated basis, maintaining a high profile presence with stakeholders, customers and staff.  The post holder has a responsibility to adhere to NSS Policies ensuring full compliance; i.e. NSS Waste Minimisation, Water, Health and Safety and HR Policies. | | | | | | |
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| **3. DIMENSIONS** | | | | | | |
| The post holder is responsible for the delivery of a range of Facilities services including Domestic, Office Services (Mailroom and Reception), Catering and Waste Management.  This post requires travel to other sites, dependant on base location, upon request to support Facilities resilience. | | | | | | |
| **4. ORGANISATION CHART** | | | | | | |
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| **5. ROLE OF THE DEPARTMENT** | | | | | | |
| The Estates / Facilities departments are responsible for the co-ordination and delivery of a variety of essential support services, which include:  **Hard FM, Fire & Projects**  - Capital investment and strategic project planning.  - Implementation and upkeep of Estate Asset Management System.  - Ensuring safe operating of sites  - Administer capital projects for NSS.  - Utilities  - Operational maintenance for Engineering, Electrical and Buildings.  - Temperature High Pressure, which provides heating and hot water.  - Identify and control risks associated with facilities on site  - Management of Environmental Management System.  - Space Management and Infrastructure Planning  - Fire & Health & Safety Protocols  - Grounds maintenance  **Facilities Management**  - Compliance with NSS Scotland National Cleaning Services Specifications  - Catering & Hospitality to ensure that NSS provision meets Healthy Living Requirements  - Security services  - Management of waste  - Customer Engagement  - Surveys and accommodation reviews  - Food / Health & Safety Protocols  - Mailroom  - Washroom services  - Vending services  - Window cleaning  **Sustainability**  - Ensure NSS is compliant with legislation  - Review and monitor performance of buildings  - Develop initiatives to reduce carbon footprint  - Corporate Social Responsibility | | | | | | |
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| **6. KEY RESULT AREAS** | | | | | | |
| **Generic**   1. Support NSS Facilities Management (NSS FM) by providing continuous service delivery across all service areas, whilst managing own time within allocated hours, according to NSS KPI’s, Service Level Agreements, processes and compliance requirements 2. Manage stock across all service areas; ensuring levels are kept to sustainable levels to meet service requirements. Ensure stock is used and rotated in a systematic way, notifying FM Supervisor of discrepancies. Participate in stock takes and provide FM Supervisor with accurate stock figures upon request. 3. Support FM service delivery by providing and supporting the FM Supervisor with accurate stock requirements upon request and order goods through Service Now portal as required to ensure continuity of services. 4. Support NSS waste reduction strategy by disposing of waste materials according to Waste Regulations and NSS Waste Minimisation Policy, reporting incorrect waste disposal to FM Supervisor. Provide FM Supervisor with accurate waste information as required and as part of local process. 5. Follow NSS FM Standard Operating Procedures taking into consideration relevant Risk Assessments and COSHH Assessments relevant to the task and service area. Participate in ongoing training to develop skills in all service areas. Carry out practical on the job training and instruction to new starts/ temporary workers on equipment, cleaning materials and service requirements. 6. Observe and follow all Health & Safety regulations, service specific legislation, processes and procedures in accordance to service area. Report H&S incidents and near misses via NSS Process and notify FM Supervisor of any issues or incidents within the building or grounds that may compromise Health & Safety or other legislative requirements to ensure appropriate action taken. 7. Responsible for the completion of compliance documentation in accordance with NHS Scotland National Cleaning Services Specification (NSCC), NSS standard operating procedures for water management, Food Hygiene, Hazard Analysis and Critical Control Points (HACCP) and any other compliance documentation in accordance to service area. 8. Whist working within the catering services carry out basis food preparation, cooking, presentation and food service delivery according to HACCP, Food Hygiene legislation, and local SOP’s. 9. Whilst working within Domestic service area follow service specific processes and procedures, i.e. cleaning schedule and check sheet to ensure buildings meet cleaning standards in accordance to NCSS. Participate in cleaning audits and responsible for ensuring audit rectifications are actioned within allocated timescales. 10. Whilst undertaking Office services duties, receive and manage visitors and staff professionally via switchboard and in person, according to local access control process, to ensure security of NSS premises at all times. Manage incoming and outgoing mail ensuring appropriate delivery, franking charges and records at all times. 11. Responsible for maintaining and using all equipment provided to undertake work by following manufacturer’s recommendations, NSS FM SOP’s and reporting any issues to FM Supervisor or FM Helpdesk. 12. Use computer based systems according to role, i.e. FM Helpdesk/ Booking management system, Access Control to produce, activate NSS access control cards. E-learning for mandatory training, Franking machine, switchboard dependant of service area 13. Undertake any other work as directed by the FM Supervisor or as required to maintain service standards | | | | | | |
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| **7. ASSIGNMENT AND REVIEW OF WORK** | | | | | | |
| * Work is largely generated within daily service requirements and this may require the post holder to work within different service areas to provide continuity of Facilities services * The post holder will on his/her own initiative guided by FM Supervisor, Service demands & Health & Safety requirements. * Line Manager/supervisor is contactable however may not be on site. * Post holder will be required to deal with routine enquires in addition to other duties, however non routine or matters requiring further information will managed by FM Supervisor. * Work is formally reviewed by Line Manager through NHS NSS appraisal system, staff observations and assessment * The post holder’s line manager will provide service area in advance, however on occasion there may be last minute changes to work schedule or place of work to meet NSS business needs. | | | | | | |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** | | | | | | |
| The post holder will be required to deal with routine enquires from internal and external customers. The post holder will require using tact and diplomacy skills in an appropriate way when dealing with customer queries and complaints.  **Internal**   * Daily contact with customers on a face to face basis, over the telephone or by email. * Daily contact with all members of the facilities team in relation to service provision.   **External**   * Providing support for new starts or temporary workers. * Visitors and suppliers may need additional support & information on all services across soft FM. * Communicate with suppliers on a regular basis when receiving deliveries for each service and on occasions may liaise with contractors for example vending across all sites regarding any machine faults. | | | | | | |
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| **9. MOST CHALLENGING PART OF THE JOB** | | | | | | |
| Being able to meet service demands and timescales in line with NSS service requirements  Being able to work flexibly across services and sites to provide resilience to NSS Facilities services  Dealing with expectations of customers whilst maintaining a professional customer focussed approach and ‘can do’ attitude at all times. | | | | | | |
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| **10. Systems** | | | | | | |
| * Daily use of FM Booking manager, which includes visitors, booking meeting rooms & hospitality. * Daily use of MS Office for word processing and e-mail. * TURAS appraisal system * LearnPro and TURAS Lear for Mandatory, and development training * Daily use of Avaya – telephone system. * Frequent use of ID manager for cashless cards & queries. * Daily use of Access Control System (PC based) for issuing & recovering permanent, temporary, visitor & contractor cards and producing reports. * Daily use and completion of compliance documentation i.e. HACCP temperature records, cleaning check sheet. * Ricoh Multi-functional Devices. * Web based portal i.e. royal mail business for inputting & recording data for correct pricing of all mail sent, Franking machine | | | | | | |
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| **11. WORKING ENVIRONMENT AND EFFORT** | | | | | | |
| **Physical Effort** | | | | | | |
| * There is a frequent requirement for standing when working within the catering service whilst preparing foods or when sorting and franking mail. * Frequent requirement to exert moderate physical effort for several long periods during a shift – whilst organising, lifting, moving stock from deliveries. Similar effort will be required for when removing waste to recycling area within the premises and when carrying out some cleaning tasks. The post holder must consider their health and safety and use their own initiative and judgment when considering safe manual handling. * There is a frequent requirement to exert intense physical effort for short periods whilst lifting and carrying heavy packages, pushing & pulling trolleys, carrying out cleaning tasks. The maximum weight should be no more than 15kg and there will be trolleys available to place all goods on to trolleys * Extended periods of walking when working whilst carrying out cleaning tasks, or delivering mail to mail points. | | | | | | |
| Mental Effort | | | | | | |
| * The post holder will require frequent concentration during all roles i.e. using knives and equipment, answering the switchboard, carrying out stock checks etc. There is a predicable work pattern within a single service however as this role will be covering all facilities services being able to think on your feet and be pro-active with your workload.   **Emotional Effort** | | | | | | |
| * Occasional exposure to emotional or distressing circumstances such as verbally aggressive customer’s i.e. Dealing with visitors who were unaware they did not have parking, regarding food complaints or price increase and dealing with colleagues which there area is blocked for cleaning purposes. | | | | | | |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** | | | | | | |
| * The post holder will be exposed to the following on a rotational occurrence; * There is a requirement to use Display screen equipment for long periods when working on reception. * Working in extreme temperatures if within catering services due to the heat of kitchen equipment and walk in freezer for stock duties on a daily basis. * Exposure to weather when moving and disposing of waste to outside waste area | | | | | | |
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** | | | | | | |
| The post holder must be educated to SVQ Level 1  Hold or willing to work towards Elementary Food Hygiene Certificate  NHS Scotland Facilities Workbooks  Post Holder must be fit to carry out manual work whilst working in Catering, Mailroom and Domestic services  The post holder must have basic PC skills to operate switchboard, NSS web pages for room, visitor, and parking bookings and to carry out e learning.  The post holder must have good oral communication skills, and the ability to communicate with both customers and colleagues at all levels. Good interpersonal and customer facing skills, and be able to empathise, maintain professionalism, display patience and liaise effectively within sometimes a pressurised environment.  Ability to work as part of a team environment but also the ability to work with minimal supervision  Flexible approach to work and ability to work in more than one Facilities service area | | | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | | | |
| Postholder Signature: |  | | | Date: |  |  |
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| Postholder Print: |  | | |  |  |  |
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| Manager Signature: |  | | | Date: |  |  |
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| Manager Print: |  | | |  | | |
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| Manager Title: |  | | |  | | |
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| HR Stamp: | |  | |  | | |
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