

Totnes Community Development Society Facilities Support Workers | Job Description February 2020



Facilities Support Worker: Post 1	15 hours p/week	£18,176 p/annum (FTE) + Pension
Facilities Support Worker: Post 2	22.5 hours p/week	£18,176 p/annum (FTE) + Pension

Overview

1. Context

- 1.1. Totnes Community Development Society (TCDS) is a Community Benefit Society recognised by HMRC as a charitable company (<http://totnescommunity.org.uk>).
- 1.2. TCDS aims to bring land and buildings in Totnes into community ownership and management so that they can be developed and managed to meet the needs of the community. Education and training are considered key charitable activities of TCDS and central to meeting a number social and economic needs identified by the people of Totnes and will be delivered through a localised Community Labour Initiative (CLI).
- 1.3. TCDS follows principles of: democratic control (one member, one vote with membership free and open to everyone over the age of 16); citizen participation (in identifying community needs, consultative design processes and project delivery); being process-driven (TCDS facilitates the process to allow citizens and stakeholders to generate solutions); viability (TCDS projects and activities must be financially viable and compliant)
- 1.4. TCDS is facilitating the process of developing Atmos Totnes. Atmos Totnes aims to transform a derelict 3.5-hectare brownfield site in the heart of Totnes. It will foster a thriving hub of new industry and much needed affordable housing. Plans have been developed in line with strategic housing and economic needs, and in direct response to engagement and consultation with the people and business community of Totnes.
- 1.5. TCDS also manages the Mansion building in Totnes town centre, a large Grade 2* listed building. It contains offices for a range of tenants, workshop and meeting spaces, art and craft studios, nursery, café and library available for sessional hire by the community (currently approx. 100 community groups and individuals use space on a regular basis).
- 1.6. TCDS has a licence for use of the Elmhirst building in Totnes (a disused former secondary school building) and is working in partnership with Golden Iris Productions (set-up by a group of under 18s) to curate the future use of the building to meet the needs of the young and vulnerable in Totnes.
- 1.7. TCDS is seeking two Facilities Support Workers to play a central role in delivering appropriate, safely and sustainably managed space available for use by the community and visitors. The individuals must be able to work across multiple sites delivering routine maintenance, reactive maintenance, cleaning and site security support. Whilst contributing to the delivery and creation of long-term facilities maintenance plans through TCDS' model of training and capacity building.

Duties and Responsibilities

2. Facilities Maintenance within TCDS Asset Base

- 2.1. Delivery of systems for day-to-day up-keep of spaces inside and outside.
- 2.2. Maintaining, monitoring and commissioning work as part of cyclic or needs based repair and refurbishment.
- 2.3. Responsible for the upkeep and general care of the spaces and grounds within the TCDS Asset Base. Including the following tasks:
 - Undertake routine inspections of the sites including daily, weekly, monthly, and other regular maintenance checks. To include testing fire alarms weekly and maintaining test register.
 - Maintain paper and computerised records of all regular checks and readings undertaken to a standard suitable for a full audit.
 - Directing contractors to the sites of repair and maintenance work and inspecting the work of contractors where there is a requirement to sign a satisfaction note.
 - General portorage duties and moving of furniture.
 - Attending to lettings as required - opening, closing and general duties.
 - Preparation of rooms for sessional bookings and functions as required.
 - Receive and check goods and supplies and take them to the appropriate place for storage.
 - Ensure that all refuse is disposed of promptly and stored away from the main building including arranging disposal of hazardous or specialist waste.
 - Ensure that clear passage is maintained on fire escape routes.
 - Ensure good housekeeping in all storage areas.
 - Open inspection chambers. Check all gullies and gratings are free from silt and debris and that water discharges freely.
 - Clear rainwater goods of debris and ensure overflows are clear. Rod if necessary.
 - Record any defects of building, furniture, fittings and equipment in real time and report with proposed solutions and associated quotes.
 - Regularly check and clean soffits, bargeboards and external lights.
 - Make safe any hazards and ensure that the area is cordoned off.
 - Read Gas, Electric and Water metres as required and report and respond to any discrepancies.
 - Monitoring and setting of heating/cooling controls and boilers ensuring they are working effectively and efficiently.
 - Ensure that boiler houses are tidy and that no flammable material is stored there.
- 2.4 Respond to call outs in a calm manor, risk assessing to determine the level of intervention required in the short, medium and long term.

3. Cleaning

3.1. Cleaning duties will include the following:

- To clean designated areas to the highest possible standards
- Mopping and buffing hard floor surfaces
- Vacuuming carpeted areas
- Wiping, polishing, dusting of designated areas
- Spot cleaning of spillages
- Emptying and cleaning bins
- Cleaning of toilets and toilet areas, and replenishment of paper towels, toilet rolls and other disposables.

- Cleaning of internal glass, internal and external door glass and internal side of external windows
- Cleaning of external windows at ground level as necessary
- Straightening furniture and general tidying up of designated areas
- Upkeep and general care of the Mansion
- Unlocking and re-locking bins in preparation for pick-up
- To empty internal and external communal rubbish bins daily and work with tenants and hirers on recycling initiatives.
- Ensure that all refuse is disposed of promptly and stored away from the main building
- Routinely clean lamp shades and light diffusers (strip lights).
- Carry out periodic cleaning of all internal surfaces
- Disinfect drains and dustbins regularly
- Make safe any hazards and ensure that the area is cordoned off

4. Security

4.1. Undertaking regular tasks and duties to ensure security processes are maintained across TCDS sites and grounds (on a rota basis):

- Opening and closing, unlocking and locking TCDS sites
- Unsetting and setting of the alarm system.
- Checking and securing the site subsequent to out of hours intruder alarm activation.
- Register as main Key Holder and be the first point of contact in an emergency callout situation.
- Overall security of the sites working within including the locking of all windows, doors and gates
- You may be called out at unsociable hours or at weekends to deal with security problems, make emergency repairs or allow access to any contractor who may be working on the site.

5. Management

- 5.1. Utilise risk assessments to ensure own work is undertaken accordingly and report incidents where adjustments to building systems needs reviewing.
- 5.2. Advise on Health & Safety and compliance within facilities maintenance, suggesting areas for improvement and change in relation to current regulations.
- 5.3. Be aware of the location of all isolation valves, gas and electricity meters.
- 5.4. Noting and actioning day to day space management, effective monitoring and reporting on the running of the facilities and grounds.
- 5.5. Maintain the rolling maintenance and defects log, reporting any urgent matters.
- 5.6. Monitor the work of contractors working on site, signing off on works where required.

6. Health and Safety

- 6.1. Oversight and delivery of health and safety in the jurisdiction of buildings and outside spaces as required by regulation or good practice.
- 6.2. Maintain a watching brief within facilities in order to inform, in real-time, maintenance schedules and health and safety monitoring. Reporting issues to the Systems Administrator, Board of Directors or service contractors in real time, and to any other agency or institution as required.

- 6.3. Meet regularly with the Systems Administrator and Board of Directors re: Health and Safety issues and building maintenance.
 - 6.4. Ensure that all contractors are aware of processes and procedures for maintaining health and safety and are clear on their roles and duties within their own activities and to other users.
- 7. Community Labour Initiative**
- 7.1. Work directly with apprentices and volunteers, providing support and direction.
 - 7.2. Highlighting opportunities in tasks for individual and community skills development and training.
 - 7.3. Enabling the organisation as a whole, colleagues and contractors to work with apprentices and volunteers.
 - 7.4. Be committed to personal professional skills and knowledge development, and actively participate in appropriate training provided.

Working Arrangements

- 8. Reporting**
- 8.1. This role reports directly to the Systems Administrator of Totnes Community Development Society.
 - 8.2. The post holder may be required to attend Board meetings to provide opportunity to discuss any practical or strategic matters as the Board of Directors sees fit in meeting the objectives of TCDS or any of its subsidiary organisations.
- 9. Hours of Work**
- 9.1. The main location for this work will be at any the Mansion (TQ9 5RP) and any other sites as required within the TQ9 area.
 - 9.2. Hours of work will be for post 1: 15 hours per week, and post 2: 22.5 hours a week covering 7 days a week to be allocated by rota.
 - 9.3. Time off in lieu (TOIL) will be available relating to hours worked in addition to those contracted. However, these must be agreed in advance by the Board of Directors of TCDS in advance of additional hours being accrued and in-line with TCDS human resources policies.
 - 9.4. Some degree of flexibility of working hours on offer to support individual to participate in educational opportunities that directly relate to the role (e.g. one day a week spent working towards a qualification).
 - 9.5. Reasonable flexibility will be required on certain occasions when meetings, building work, functions, events etc are held and to enable smooth running of facilities in the case of planned or unplanned absence of other staff.
 - 9.6. Holiday will be at 25 days per annum pro rata, calculated and accrued on a monthly basis with not greater than 15 days (excluding weekends) being taken for leave consecutively. Approval of leave will be taken by the Board of Directors.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding Commitment

Totnes Community Development Society is committed to safeguarding and protecting the welfare of children, young people and adults at risk and thus expects all staff and volunteers to share this commitment therefore:

- An enhanced DBS clearance is an essential requirement
- At least 2 reference details must be supplied for contact during the recruitment process
- A job offer may be subject to a satisfactory full medical check

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Good numeracy and literacy skills • Willingness to undertake induction training • Willingness to participate in ongoing training • Willingness to gain first aid certificate 	<ul style="list-style-type: none"> • First aid certificate • Driving Licence
Experience	<ul style="list-style-type: none"> • Handy person or DIY experience • Cleaning experience 	<ul style="list-style-type: none"> • NEBOSH or IOSH qualification • Caretaking in a similar environment • Cleaning in a similar environment
Skills & Abilities	<ul style="list-style-type: none"> • Must have a flexible approach to working hours, especially to working evenings and weekends and covering holidays and sickness during week days • Ability to work as part of a team • Ability to work in accordance with TCDS and the King Edward VI College Site Foundation (the Mansion) health and safety policies and the code of safe working practice • Ability to work to deadlines • Ability to work on own initiative • Ability to undertake general building maintenance • Ability to lift and carry items • Ability to demonstrate a practical approach to problem solving • Ability to communicate well with people from all backgrounds • Ability to respond calmly to emergencies 	
Knowledge	<ul style="list-style-type: none"> • Working knowledge of health and safety procedures and regulations • Knowledge of moving and handling procedures • Willingness to develop knowledge of ICT and other specialist equipment resources 	

Work Circumstances	<ul style="list-style-type: none">• To be able to be the main key holder on occasions and attend to rapid response “call outs” outside normal working hours• To have a flexible approach to working hours• Willingness to participate in development and training opportunities	
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