The Royal Air Force Benevolent Fund

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| Job Profile |
| Role:  | Facilities Supervisor | Date profile last reviewed:  | August 2017 |
| Name:  |  | Reports to: | Head of IT & Facilities |
| MAIN SUMMARY OF ROLE:The Facilities Supervisor will develop and maintain effective working relationships with staff and various clients and work closely with the Head of Facilities to ensure a full range of operational services are provided for the Fund. In addition, the Facilities Supervisor will be responsible for supervising a small team.  |
| KEY RESPONSIBILITIES (Development, Reporting and Performance) |
| * Manage two members of the Facilities team including their personal development and allocation of their work
* Responsible for 1 – 1 meetings with Facilities staff on a weekly basis
* Responsible for promoting best practice with regards to Health and Safety legislation and requirements
* Provide weekly updates to the Head of IT and Facilities on all facilities matters including contract and procurement management and up- to-date Health and Safety information
* Responsible for the maintenance and upkeep of Head Office, Bomber Command Memorial and RAFBF Memorial
* Responsible for the fabric of Head Office and the Edinburgh office and in the fullness of time Princess Marina House and the Fund’s other out stations
* Maintain ‘Planned Preventative Maintenance’ programme
* Adapt working patterns to suit Facilities and Reception
* Responsible for the daily security of Head Office including fire alarms, access control and CCTV
* Assist with updating and maintaining the Fund’s Business Continuity Plan
* Maintain the Fund’s ‘Asset Register’
* Responsible for supervision of ‘Environmental Health Working Conditions at ‘Head Office’.
* Prepare and submit ‘remedial work orders’, work requirements and/or damages as required
* Act as main point of contact for all Facilities queries
* Submit and code various types of Invoices
* Assist Head of IT and Facilities with tenders
* Manual Handling tasks as required in the Facilities function
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| COMPETENCIES REQUIRED FOR THE ROLE |
| **Competencies**

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| **Essential**  | **Desirable**  |
| **Planning and Organising**Managing time effectively, meeting deadlines and prioritising workload. | **Adapting and Responding to Change** Demonstrating flexibility in adapting to changing circumstances, accepting new ideas.  |
| **Delivering Results and Meeting Customer Expectations** Working in a systematic, methodical and orderly way, using own initiative and maintaining a high degree of accuracy & quality at all times. | **Achieving Personal Work Goals and Objectives**Accepting and tackling goals with enthusiasm and demonstrating a strong work ethic. |
| **Working With People** Establishing good relationships, working well as part of a team and supporting others. | **Analysing**Applies own expertise effectively. |
| **Writing and Reporting** Writing clearly and succinctly, in a well-structured and logical way. | **Creating and Innovating** Produces a range of solutions to problems, Seeks opportunities for organisational improvement, Devises effective change initiatives. |
| **Following Instructions and Procedures** Appropriately following instructions, procedures and policies. | **Applying Expertise and Technology** * Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology.
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| **Leading and Supervisory -**Provides others with a clear direction, Sets appropriate standards of behaviour, Delegates work appropriately and fairly. |  |

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| QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE |
| Academic/Professional Qualification(s) or equivalent: |
| **Essential** | **Desirable** |
| * GCSE English and Maths (Grade A-C)
* First Aid Qualification
* Knowledge of H&S in an office environment
 | * NVQ Level 3 Business Administration
* NEBOSH general certificate
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| Knowledge/ Experience: |
| **Essential** | **Desirable** |
| * Demonstrable experience within the field of Facilities management and/or Supplies
* Managing and motivating small teams
* Excellent IT user knowledge, including Outlook, Word, Excel, Powerpoint and electronic filing systems.
 | * Knowledge of Building Security and Fire Procedures
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| Skills/Abilities: |
| **Essential** | **Desirable** |
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| * Structures information to meet the needs and understanding of the intended audience
* Adapts to changing circumstances
* Makes strong personal impression on others
* Accepts and tackles demanding goals with enthusiasm
* Follows procedures and policies
* Applies specialist and detailed expertise
* Focuses on customers needs and satisfaction
* Adapts to the team and builds team spirit
* Motivates and empowers others
* Identifies and organises resources needed to accomplish tasks.
 | * Produces a range of solutions to problems
* Analyses numerical data, verbal data and all other sources of information
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| Other Requirements:* Travel to other Fund and UK locations (as appropriate).
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| SignatureI confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role. Postholder's Signature: NAME: Line Manager's Signature: NAME: Date:  |