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 | | | |  |
| COMPETENCIES REQUIRED FOR THE ROLE | | | | |
| **Competencies**   |  |  | | --- | --- | | **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. | | **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 |
| Other Requirements:   * Travel to other Fund and UK locations (as appropriate). | |
| Signature  I 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: | |