

## **JOB DESCRIPTION**

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| **Job Title:** | Facilities Operative (General) |
| **Department:** | Facilities |
| **Job Title of Line Manager:** | Facilities Manager |
| **Direct Reports (if any):** | N/A |

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| **Job Summary:**  THE DEPARTMENT:  The Facilities team manages and maintains the various building systems and services to ensure its proper functioning, security, safety, and efficiency.  THIS ROLE:  As part of the Facilities team and under the direction of the Facilities Manager. The Facilities Operative (General) will undertake scheduled and reactive maintenance tasks, ensuring that they are carried out to the highest standards within agreed timescales. The Facilities Operative (General) will ensure that they operate in line with Birmingham Hippodrome’s policies & procedures and all relevant statutory requirements. With a focus on Health & Safety the environment and sustainability, the Facilities Operative (General) will assist the Facilities Manager and Head of Department to ensure that the building systems and services are maintained and operated to the highest standards, minimising equipment down time and ensuring repairs are completed in a timely manner.  This role will cover 40 hours per week, split into 5 shifts of 8 hours. Shifts will include daytime, evenings, weekends, and bank holidays, and will be allocated in advance on a rota basis. The successful candidate must be willing to work at these times. |
| **Role Specific Expectations:**  **What does success look like in this role?**  OPERATIONS   * Responsible for carrying out scheduled PPM duties, ensuring routine checks and maintenance tasks are completed to a high standard and agreed timescales. * Response to maintenance/repair requests submitted to the Facilities Helpdesk (Jira) within agreed timescales, maintaining accurate system records, and ensuring customers are kept up to date. * Carry out reactive maintenance across site in line with qualifications and competences on an ongoing basis. * Assist with portable Appliance Testing in all non-technical areas. * Assist with minor electrical works and remedial tasks. * Assist with minor plumbing and remedial tasks. * Assist with emergency lighting functional tests in line with statutory requirements ensuring appropriate records are completed and maintained. * Assist with fire alarm and emergency system testing in line with statutory requirements ensuring appropriate records are completed and maintained. * Complete decorating maintenance tasks. * Ensure maintenance stock is regularly checked and minimum stock levels are maintained. * Ensure a safe working environment is always maintained. * Ensure plant rooms, lift motor rooms, storage spaces, waste compounds and workshops are kept clean and tidy. * Assist with maintaining standards of all on site upholstery. Complete condition surveys with recommendations recorded for future works as required.   SYSTEMS   * Operate tablet computer system for job allocation, record keeping and completion. * Assist with completing monthly meter readings and energy data is recording.   ADMINISTRATION   * Comply with all statutory and Hippodrome requirements in the areas of compliance such as safeguarding, GDPR, health and safety. E-learning training (which must be completed during the first three months of employment) as well as internal courses are provided to ensure you have the relevant knowledge in these areas. * Ensure contractor management procedures are followed in line with relevant polices, and that permits to work, RAMs, and other relevant documentation are in place and verified. * Assist with contractor inductions, ensuring they are completed before work commences and that contractors are monitored in line with Hippodrome policy and procedures. * Assist external contractors as required.   GENERAL   * Undertake additional training as required. * Attend departmental and organisational meetings and briefings as required. * Any other reasonable duties as requested by the Facilities Manager and/or Head of Building Services. |

**What we’re looking for in the ideal employee specifically for this role: -**

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| **Requirements** | **CORE: The successful candidate will meet the majority of these requirements.** | **DESIRABLE: the successful candidate should meet some of these requirements.** |
| Education Training and Qualifications | * Good general level of education including English & maths. |  |
| Skills, knowledge and abilities | * Confident Office 365 user & able to operate tablet computer. * Good standard of literacy and numeracy. * Basic Health and Safety working knowledge. * General knowledge of building maintenance, painting, plumbing, woodworking and lamp replacement. * Comfortable working at height. |  |
| Experience | * Experience in a similar customer focused environment. | * Experience in working in a theatre. |
| Personal attributes | * Self-motivated team-player with a positive outlook, able to work on own initiative. * Personal enthusiasm and drive to improve skills, experience and training. * Ability to stay calm under pressure and to solve problems. * Excellent communication and interpersonal skills, and the ability to build strong relationships with internal stakeholders at all levels. * The ability to take initiative and to solve problems with exceptional attention to detail. * Ability and willingness to work evenings, weekends and bank holidays. | * An active interest in the cultural sector |

**To be successful in this role, you will need to demonstrate commitment to our values:Graphical user interface, text

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