Housing Plus Group
Job profile and person specification

Role title	**FM Assistant**	Date	01.10.20
Reports to	Facilities Manager	Version	

Job purpose:

To assist with the repairs and housekeeping services & provide assistance to operatives as instructed.

Main accountabilities: List in order of priority, the major activities, or functions necessary to achieve the job's end results.

1	To undertake collection/Delivery of materials, plant & equipment from suppliers to sites
2	To undertake collection/Delivery of materials, in support of operatives
3	To unload, store and stack materials that are delivered to sites
4	Ensuring all associated documentation is effectively and efficiently completed and accounted for
5	To tidy up the work area during and after the job
6	Keeping to and updating schedules that document what needs to be completed and the order in which each task needs to be completed & detail how many hours have been worked
7	Carry out general labouring duties including, but not limited to, small works, building fabric repairs and general building maintenance tasks
8	To use hand power tools for building fabric repairs and small works
9	Carry out labouring duties in support of cleaning services across sheltered and general needs housing
10	To report any additional items or defects encountered during the course of day to day work to the appropriate person(s)
11	To maintain safety checks on vehicles being driven and clean and wash down as required including cab
12	To record information as required in a log book, repair book, mileage records etc
13	To work overtime as required and in emergency, taking part in a stand-by rota, if appropriate
14	To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems
15	To attend appropriate training courses and staff meetings and take part in a positive manner
16	To maintain a professional and cordial relationship with tenants whose homes are visited
17	To wear personal and protective clothing and safety equipment where appropriate and as directed
18	To carry out any other duties appropriate to this post, as necessary or as requested

Health and Safety: In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Supervisor / Line Manager and/or Trade Union Representative / Safety Representative achieve our Health & Safety aims and objectives you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

Role Specific responsibilities example

- *Nil*

Data Protection:

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

People responsibility: Indicate below the number of employees for which the role has supervisory / management responsibility.

Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: Project Management related to role activity – managing change, implementation of new systems	Essential /Desirable

Knowledge, skills and abilities: Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.		
1	**Qualifications:**	
2	**Relevant Experience:**	
	Basic experience of simple building work (basic DIY knowledge)	Essential
	Basic understanding of Health and Safety issues.	Essential
3	**Skills and Abilities:**	
	Ability to prioritize and organize	Essential
	Ability to work without direct supervision	Essential
	Ability to stay calm in emergency situations	Essential
	Ability to work on own initiative	Essential
	Ability to undertake a patient approach with work situations	Essential
	Able to work on one's own as well as being integral to the team.	Essential
4	**Customer service and quality focus:**	
	Understanding of customer focus	Essential
	Ability to maintain confidentiality	Essential
	Empathetic	Essential
	Takes personal charge of key issues to ensure that a quality service is provided	Essential
5	**Communicating:**	
	Ability to communicate verbally and in writing	Essential
6	**Planning and Organising:**	
	Good day to day planning skills, including being organised and able to prioritise	Essential
7	**Personal Motivation and Commitment:**	
	Flexible in working approach	Essential
	Takes ownership of tasks	Essential
	A commitment to safe working practice	Essential
	Prepared to challenge oneself to try new things	Essential
	Have the ability to complete assignments and take tasks through to completion	Essential
	Open to learning from others and willing to share knowledge and experience. Reflects on own work and seeks feedback as appropriate	Essential
8	**Team Working:**	
	Treats team members with equal sense of professionalism and respect	Essential
	Works well with others	Essential
	Earns others' trust and respect through consistent honesty and professionalism in all interactions.	Essential
9	**Equality and diversity:**	
	A commitment to respecting and promoting people's rights to privacy, dignity and choice	Essential
	Values diversity and shares commitment to equal opportunities	Essential
10	**Special Requirements:**	
	This post does require the post-holder to carry out duties of a physical nature other than light lifting. These could include one or more of the following:	
	Working at heights	

Further relevant information

Training Plan

Mandatory training	Role related training	Person Specific training
GDPR Awareness	Carval system	
Fire Awareness		
Cyber Security		
Safeguarding Awareness		