

JOB TITLE: Assistant Facilities Manager
LINE MANAGER: Senior General Manager
DEPARTMENT: Estate Management



AIM OF POST

To assist the Estate Management Team in the provision of high quality effective management services to the development, working in close conjunction and co-operation with any residents committees or associations.

MAIN DUTIES AND RESPONSIBILITIES:

General Accountabilities

- Lead by example, adopting Rendall & Rittner policies, procedures and values .
- Ability to work in perfect autonomy with management in the distance
- Constantly strive for continuous improvement.
- Delivering excellent customer service.
- Ensuring Site Inspections are carried out. Issues highlighted through site inspections
- Take personal responsibility for understanding and following the company's Health & Safety policies and practices.
- Able to handle confidential and sensitive information, dealing with issues and queries with utmost professionalism.
- Support with the M&E daily checks (Plant rooms, pump rooms etc.)
- Support the daily management of contractors and technical works.
- Support the FM with the management of M&E / large projects
- Assist the FM with risk assessments and method statement collation and review for all works onsite.
- Assist the FM with permit to work - creation, authorisation and closure.
- Monitoring and signing off works after checks.
- M&E daily/weekly checks - Mechanical, Electrical, Landscape Plant rooms, Tank rooms etc. and associated admin.
- Obtain quotations for works and assist with procurement processes.
- Ensuring the site is fully compliant in all aspects of Health and Safety and RAMS .
- Updating and maintaining Health and Safety files and COSHH folders .
- To perform monthly inventories and order according to business demand via the company's nominated suppliers.

Audience Internal
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Scope
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- To ensure that the areas of responsibility are kept and maintained to the high standards expected by the Landlord and Managing Agent.
- Assist with leak investigations.

Role Specific Accountabilities

- Support the completion of all FRA / GRA actions to meet specified deadlines.
- Working with Quooda, /Tabs CAFM uploading compliance documents and reports.
- Any delegated responsibility for the yearly audit s.
- Any delegated responsibility for the monthly management reports.

REQUIRED EXPERIENCE AND TECHNICAL COMPETENCY

- Dealing with the general public in sensitive situations.
- Proven track record of successfully handling complaints.
- Ability to operate effectively, cooperatively and flexibly during periods of intense pressure
- Able to maintain objectivity when dealing with residents and to maintain a courteous and professional attitude in stressful situations
- Excellent verbal and written communication skills.
- Excellent IT and numeracy skills.
- Some experience of managing contractors and staff.
- IOSH and/or NEBOSH qualified, or looking to obtain these in the near future
- Some experience of dealing with mechanical and electrical equipment
- Some experience in project management and the ability to deliver within required time scales.
- Practical application and working knowledge of Health and Safety requirements and legislation.

KEY BEHAVIOURAL COMPETENCIES

- **Safety**
Actively seeks to maintain a safe work environment for all employees, clients, contractors and members of the public.
- **Professionalism**
Demonstrating a methodical approach to work, including planning and organising oneself and others, in order to deliver work and prevent future problems.
- **Integrity**
Persuading, convincing or influencing others to get buy-in and win - win outcomes. It requires the ability to plan how to win support, gain co-operation and overcome barriers using a variety of approaches. It is also having the strength of character not to be dissuaded from following agreed procedures, and raising to senior personnel any integrity concerns.
- **Respect**
Ensuring that ethical values are applied consistently to all. This includes taking the time to respect and understand others, interpersonal sensitivity and cultural awareness.

- **Innovation**

Continuously seeking areas for improvement, being open and adaptable to change driven by both internal and external factors; setting the bar higher to raise standards and secure competitive advantage. The commitment to achieve results, displaying persistence to overcome identified obstacles and the personal drive and determination to deliver desired outcomes.

- **Teamwork**

Working co-operatively and productively with others; openly exchanging information and supporting colleagues from around the organisation to achieve business goals.

SUSTAINABILITY

- To promote sustainability initiatives as directed by Rendall & Rittner.

The above is a high-level summary of accountabilities and is not meant to be a comprehensive description of the role. Additional ad-hoc responsibilities will arise which will be considered to form a reasonable part of the role and role requirements may be subject to change from time to time.

I have read my job description and therefore fully understand my role and responsibilities.

Name:

Signed:

Date: