

**PERFORMANCE RELATED JOB DESCRIPTION**

**Job Title : Facilities Assistant**

**Employee Name :**

**Reports to :**  **Assistant Centre Manager**

**Date :**

**Purpose:**

To ensure the building is maintained to a set standard of cleanliness ensuring any areas of concern are reported to the property manager. This role will include any preparation of the conferencing facilities ensuring a quality of service that meets the customers’ requirements. Strive for Excellence by doing everyday things in a special way.

**Function:**

Room Set-up / Breakdown

Mail/Delivery & Distribution

Mail Room Support

Cleaning

Record Keeping

Professional Company Image

**Roles & Responsibilities:**

* Ensure all conference rooms are setup as per the customers’ requirements ensuring all facilities are available / all stationery stock is replenished as required
* Assist in the receiving and distribution of all incoming / outgoing mail including franking
* Daily cleaning duties will include but are not limited to the following:
	+ Remove finger marks from entrance doors and Reception area
	+ Empty (and anti-bacterial wipe as required) all waste bins in Conference Rooms
	+ Replace bin liners
	+ Conference Rooms only – liaise with restaurant staff to ensure all crockery and coffee pots and so on are cleared away / replaced as required.
	+ Dust furniture, ledges, cabinets, skirting’s, pipework, radiators, fixtures & fittings to a height of 2 metres and remove spillage stains from desks
	+ Wax polish wooden/chrome furniture, clean synthetic or painted surfaces, ledges, cabinets, skirting’s and so on with correct cleaning agent
	+ Vacuum carpeted floors
	+ Vacuum carpeted staircases, dust bannisters and balustrades and wipe clean stair nosing’s
	+ Remove refuse to disposal point
* Weekly cleaning duties will include but are not limited to the following:
	+ Anti-static dust office equipment in Reception area
	+ Wipe clean and disinfect telephones in Reception area
	+ Remove marks and spillages from doors, light switches, cupboards, glass panels etc.
	+ Vacuum upholstered furniture
	+ High dust ledges, cabinets, door frames, picture frames, lintels & light fittings in-situ

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| **Required Qualifications** | **Level / Discipline** | **Date of Accreditation** | **Comments** |
| Manual Handling | Moving / lifting of heavy furniture |  |  |
| COSH | Handling of cleaning products |  |  |
| Education | Level 1 or equivalent  |  |  |
| Customer Care | Experience in a customer facing role, qualification preferable |  |  |
| Experience | Over 2 years’ experience in carrying out cleaning duties  |  |  |

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| **Key Performance Indicators** – How to prove that you are doing your job properly |
| **Outputs** | **Indicators** |
| Clean Environment | Achieve 95% positive customer feedback in relation to facilities |
| Room Preparation | All rooms are satisfactory setup to the customers’ requirements |
| Outbound Mail | Ensure all outbound mail is processed & franked by 4:15 PM daily |
| Inbound Parcels | Ensure all parcels are accounted for and distributed to relevant parties by the end of the day |
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PLAN MANAGE MONITOR

NB Evidence of completing your Roles and Responsibilities must be produced at every review.

The Functions, Roles and Responsibilities will evolve over time and should be reviewed quarterly and amended as necessary to ensure they reflect the needs of the job.