

Designation:	Assistant Duty Officer Apprenticeship
Grade:	Stroud 1
Hours:	37 hours per week
Location:	Ebley Mill and Brimscombe Port
Job Purpose:	To assist the Senior Facilities Management Officer in ensuring Ebley Mill and Brimscombe Port and their grounds are customer and tenant focused. To help to manage the operation of the facilities in a safe, practical and effective manner continually seeking and implementing improvements to the service.
Responsible to:	Senior Community Services Officer/ Building Programmes Manager
Responsible for:	No supervisory responsibility

KEY DUTIES

- To ensure that the facilities are operated safely and competently.
- To ensure that the mail-room and portering functions operate efficiently and effectively.
- To be responsible for checking, testing and monitoring systems including security and fire prevention.
- To be customer and tenant focussed and ensure that the widest possible access is available to the service.
- To assist in the management of the mechanical and electrical controls within both sites
- To undertake routine maintenance and portering duties
- Regularly respond to queries and complaints.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.