

Penarth Town Council

Cyngor Tref Penarth



Job Description

Job Title:	Facilities Officer - 12 Month Contract
Department:	Operations
Responsible to:	Facilities Supervisor
Starting Salary:	£26421
Grade:	SCP 12-15
Hours:	Hours worked are determined on a shift pattern. The basic shift pattern is 10 days over a 2-week period, with Officers working 7 days during the first week and then 3 days during the second. This is operated over a 10-week cycle with no person working more than a contracted 37 hours per week on average. Generally, no person will work more than 7.5 hours each day, however, operational demands will require staff to be flexible in this regard on some occasions.

Job Purpose

To deliver the scheduled project work, regular grounds work and regular site maintenance in line with the operational requirements set by the Principal Officer, Facilities, Health and Safety & Procurement. To provide excellent customer service to all patrons of Town Council buildings, ensuring they have a positive and enjoyable experience during their hire, event or visit.

Main Tasks:

- Report daily to the Principal Health & Safety and Procurement Officer
- Support the Principal Officer, Facilities, Health and Safety & Procurement in the wider operational aspects of the Town Council.
- Support the Town Council's vision for the future and the aspirations of the town.
- Maintain and clean the Council's buildings, grounds, open spaces and other facilities to a high standard.
- Report any issues of concern in relation to the Town Council's sites and venues.
- Provide high levels of customer care to the hirers, tenants and visitors of Town Council facilities, venues and open spaces.
- Raise the profile of the Town Council through competent communication with the general public and patrons.

- Provide a professional front of house service to all clientele with an articulate and polite manner representing the Town Council's interests.
- Establish a courteous, helpful and friendly attitude to all visitors of Council buildings.
- Have excellent working knowledge of all Town Council buildings, equipment and open areas.
- Provide assistance at wedding ceremonies as required.
- Proficiently carry out project work identified within Penarth Town Council's Vision as identified by the Town Clerk & Principal Policy, Development & Innovations Officer.
- Contribute positively to the Facilities Officers' Team.
- Promote and comply with Town Council policies, procedures and licenses.
- Assist with the delivery of promotional activity for Council buildings and events.
- Be a responsible key holder for the opening and closing of Town Council buildings and facilities, when required.

General

- Assist hirers as much as possible and when required to do so in line with the conditions of hire for the buildings.
- Maintain a high standard in personal appearance and demeanour
- Represent the interests of Penarth Town Council and be responsive to the needs of hirers and general public.
- Comply with the work identified by the Principal Facilities, Health Safety and Procurement Officer and Senior Management Team.
- Work in collaboration with the designated officers of Council buildings.
- Uphold the security measures of the Council buildings and grounds.
- Provide regular basic maintenance safety checks for grass cutting machinery and tools prior to use.
- To carry out any other duties as deemed appropriate by the Senior Management Team.
- Liaise and work with other colleagues in maximising team work to maintain the services of the Council.
- Provide assistance to other team members in covering annual leave, sickness and other contingencies when required.

Accountabilities applying to all personnel	
1	Visions, Aims and Objectives: Carry out all responsibilities in accordance with Penarth Town Council's vision for the future so that it is an integral part of the way in which you approach your work with the community and colleagues
2	HSE: be responsible for the promotion and compliance of a strong Health and Safety environment that sensibly identifies real risk and provides safe working practices.
3	Equality & Diversity: Promote a strong equality and diversity culture in compliance with council policy in day to day activities to ensure inappropriate behaviour is eliminated.
4	Policies: Promote and support all Penarth Town Council Policies.
5	Welsh: Support the National Language of Wales in line with the Town Council's Welsh Language Policy.
6	Values: Act appropriately and responsibly as an officer of Penarth Town Council.
7	Sustainability: Support the Town Council's Environmental, Biodiversity and Sustainability policy and associated Action Plan.

May 2025