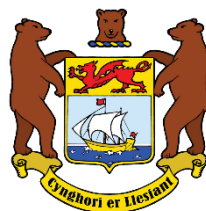


# PENARTH TOWN COUNCIL CYNGOR TREF PENARTH

[www.penarthtowncouncil.gov.uk](http://www.penarthtowncouncil.gov.uk)



<b>Designation:</b>	Facilities Officer
<b>Department:</b>	Operations
<b>Grade:</b>	SCP 12-15
<b>Completed By:</b>	Principal Policy, Innovation and Development Officer
<b>Date:</b>	May 2025

## Person Specification

Category	Essential	Desirable	Ascertained By
Experience	<ul style="list-style-type: none"> <li>• Work-based experience in dealing with the public</li> <li>• Customer Service experience</li> <li>• Experience of duties such as facilities cleaning, maintenance, and security of buildings</li> <li>• Experience in grounds maintenance work and the use of mechanical horticultural equipment and powered hand tools.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a similar environment</li> <li>• Show willingness to work within a multi-disciplinary role</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• General understanding of Health &amp; Safety issues in the workplace</li> <li>• Know and understand the importance placed by the Town Council on good frontline service</li> <li>• Good knowledge of machinery and Health &amp; Safety regulations</li> <li>• Understand the Town Council remit in the community</li> <li>• Understand how to adapt their approach and apply their skills within the varying properties of the Town Council portfolio</li> </ul>	<ul style="list-style-type: none"> <li>• A good understanding and knowledge of operational procedures of public buildings managed by the public sector and associated regulations e.g. waste transfer.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
Skills & Aptitudes	<ul style="list-style-type: none"> <li>• Able to carry out basic maintenance tasks</li> <li>• Good interpersonal skills</li> <li>• Be a strong team player</li> <li>• Able to work with minimum supervision and utilise initiative as needed</li> <li>• Able to apply their skills across a range of venues and events</li> <li>• Commit to Health &amp; Safety requirements such as Lone Working</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>

Qualifications & Training	<ul style="list-style-type: none"> <li>• Minimum of 5 GCSE passes or equivalent</li> <li>• First Aid at Work qualified, or willingness to work towards this within the first 6 months of appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Able and willing to train and work towards a specialist area in line with Council requirements e.g. plumbing, electrics, gardening etc.</li> <li>• Able to speak Welsh</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
Attitude and Motivation	<ul style="list-style-type: none"> <li>• Able to always demonstrate professionalism</li> <li>• Communicates effectively with members of the public</li> <li>• Communicates with customer in a polite and professional manner</li> <li>• Able to foster a 'can do' culture by seeking solutions to problems</li> <li>• Be a hard worker who is willing to learn new skills.</li> <li>• Deals effectively and non-prejudicially with a range of customers</li> <li>• Able to communicate clearly with colleagues at all levels in a respectful manner.</li> <li>• Demonstrate evidence of good working relationships at all levels.</li> <li>• Shows flexibility and enthusiasm in their approach to tasks</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
Other (Please specify)	<ul style="list-style-type: none"> <li>• Competent, physically fit and able to do manual labour, which extends to include cleaning public facilities that may be in addition to existing Council venues.</li> <li>• Able to physically work in all weather and seasons.</li> <li>• Capacity to work out of hours as and when required on a planned rota/shift system, including evenings and weekends.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to drive or work towards passing the DVLA test within 6 months of appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>

May 2025