To provide a proactive facilities management service to all whg commercial properties, colleagues, visitors and contractors.

**What are my key responsibilities?**

Provide a range of routine caretaking and proactive monitoring activities and when required undertake basic fault finding, maintenance, installation, testing and repair duties.

Provide a speedy and reliable response to repairs, affording priority attention to emergencies and to undertake Health and Safety checks.

Perform daily per operational building checks at Hatherton Street identifying any faults that have occurred overnight and where possible either correcting these or escalating accordingly.

Perform preventative maintenance inspections of all plant and equipment aligned to statutory/legislative requirements and guidelines on all whg commercial sites ensuring records are updated and filed for regular inspection and internal/external audit purposes.

Perform additional weekly and monthly inspections on building equipment & services, following maintenance procedures and ensure maintenance records are kept up to date.

Perform Fire and other Health and Safety inspections of all whg commercial sites in line with current statutory/legislative requirements as well as internal requirements set out by whg ensuring records are filed for regular inspection and internal/external audit purposes.

Co-ordinate the on-site induction of both internal Trade colleagues and external contractors across all whg commercial priorities ensuring all health and safety, emergency procedures and other important site information are shared annually or when required.

Act as the main point of contact for both internal Trade colleagues and external contractors across all whg commercial sites, monitoring standards, and where appropriate signing off and filing paperwork upon completion.

Working with the Facilities Operation Manager in the creation of a Facilities Asset Register across all whg commercial sites and aligning in-house regular inspections to ensure these assets remain in optimal working order.

Ensure that all other equipment and tools are maintained to a high standard and all defects to be reported immediately.

Act as the deputy key holder of the Facilities works vehicle ensuring the vehicle is always driven safely, as well as maintaining the cleanliness of the vehicle both internally and externally.

Assisting with the removal/returning of furniture and equipment between whg commercial sites, subject to loading capacity of vehicle and in accordance with Health and Safety guidelines.

Assisting in the delivery and collection of larger internal and external sundry items, as and when required.

Ensure that all workflow is managed and logged on the in-house facilities team portal providing updates and notes to each task logged or requested.

Provide assistance to the team when ordering materials and supplies using the eBis purchasing system.

Provide assistance to the team and carry out post room duties on an ad-hoc basis including taking all out-going mail to the local collections office.

Assisting in the set up/set down of all meeting room requests during business hours and where necessary provide out of hours assistance for Board Meetings and other whg events.

Actively participate in facilities team meetings, one to one’s and other performance-related meetings and demonstrating deliver against Key Performance Indicators and collective/individual targets.

Continually review working practices to ensure continuous improvement for yourself and the team.

Actively promotes the health and safety, environmental, quality, standards and compliance agendas of the Facilities Team to the wider whg business.

Work in accordance with whg polices and procedures always promoting and demonstrating whg’s values.

**Relationships**

a) There is no direct line management responsibility attached to this post.

b) Post holder reports directly to the Facilities Operations Manager.

**c) Other Contacts:**

(i) Within the Company: All whg colleagues

(ii) Outside the Company: Contractors, Agencies and Partners

**Role Requirements:**

**You must have:**

* Either hold or be willing to obtain (after successful completion of probationary period) a City & Guilds/NVQ Level 2 qualification or equivalent in a Trades based qualification such as Electrics or Carpentry.
* A full UK Drivers Licence, preferably with experience of driving a transit van up to 3.5 tonnes.
* An understanding of good H&S practice.
* Basic experience of painting and decorating and carpentry.
* Experience of problem solving for all aspects of maintenance, caretaking and cleaning.
* Experience of basic electrical and plumbing fault finding and repair work.
* Experience of general maintenance and office furniture assembly.
* Experience of keeping buildings clean and tidy, including day-to-day maintenance tasks.
* Experience of working collaboratively within a multi-skilled team.
* Sound communication skills with the ability to inform colleagues accurately of ongoing work.
* The ability to use work tools & test equipment.
* A positive attitude and a willingness to learn.

**Ideally you will also have:**

* Good IT and keyboard skills including using a PC and Handheld Tablet.
* A general understanding of air conditioning systems and its functionality.
* Experience of inducting/supervising contractors.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the 2030 Plan identify the behaviours that we expect all colleagues to display.

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| A blue circle with white hands in it  Description automatically generated | TrustworthyYou can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | AccountableTaking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | ExcellentStriving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | RespectfulValuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | CollaborativeAchieving great things by working together. |