

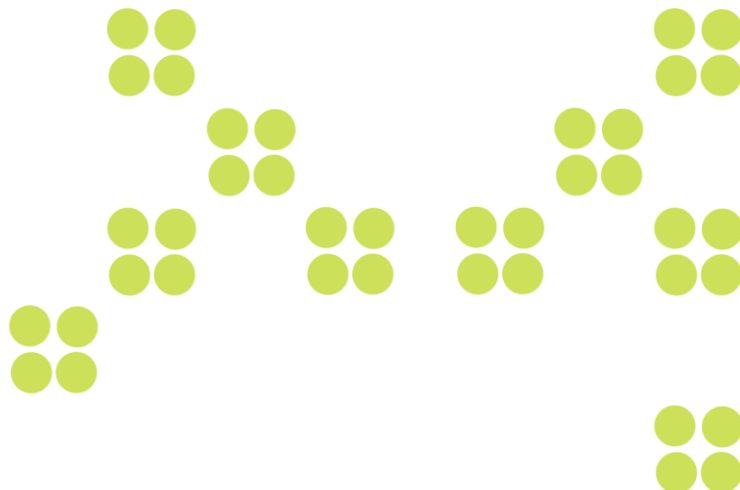
## Job Description & Person Specification Facilities Coordinator- Hebden Bridge Town Hall

**Responsible to:** Trustees of Hebden Bridge Community Association  
**Line manager:** Executive Director, Hebden Bridge Community Association  
**Responsible for:** Line-management of the cleaning staff and other building support roles as appropriate  
**Salary** £20,052 pa (Salary Review pending May 2017)  
**Hours** Full-time, 37.5 hrs/wk – evening and weekend work will be necessary

**Purpose of job:** Responsible for ensuring that the Town Hall remains a high quality building by managing the building structure and the facilities, services and equipment within it. You will ensure that The Town Hall has the most suitable environment for its users and their activities.

### Responsibilities:

- Ensure the building's facilities meet government regulations and environmental, health and security standards.
- Manage the communication, telecommunication and IT / data services in the building
- Manage and oversee the cyclical maintenance and repair of all mechanical, electrical, plant, equipment and building systems
- Organise and oversee essential central services such as security, cleaning, waste disposal and recycling.
- Liaise with tenants and other users of the building to ensure their facilities and services are in good working order
- Organise and plan program of refurbishment in accordance with agreed budgets
- Check that agreed work by staff and contractors has been completed satisfactorily and follow up on any deficiencies.
- Establish and maintain guidance for staff on the routine and emergency opening and closing of the premises including compilation of appropriate risk assessments
- Establish and maintain guidance for staff on emergency and security matters and procedures for the building and grounds.
- Establish and maintain processes regarding fire safety, including appropriate signage, escape routes
- Effectively manage the delivery of planned and remedial works in the building to ensure minimum disruption to core activities and safety
- Assist in the preparation of rooms for hire including moving furniture and equipment as required.
- Undertake other duties and responsibilities from time to time commensurate with the grade of the post



### Record Keeping

- Establish and maintain administrative systems for central records of all building systems including, but not limited to: risks assessments, fire safety, maintenance schedules for plant and equipment, health and safety, accidents
- Establish and maintain central building-related records including critical site matters such as the location of all stopcocks, gas meters and electricity meters.

### Operations

- Ensure the safe and effective running of a clean, pleasant building to a high standard
- Work with the Director and staff to retain the quality of facilities over time, liaising where necessary with the Director & Trustees where major expenditure on fixtures and fittings is required;
- Work with the Café Staff to ensure the smooth and safe operation of all kitchen equipment;

### Finance

- Working with the Director and Finance Team, help ensure the maintenance of accounting records, financial control and budgetary systems relevant to this role;
- Ensure that the Director is kept appropriately informed of financial information relating to the running costs of the building;
- Regular revision of the suppliers of the Town Hall to minimise costs and maximise income, whilst maintaining quality of facilities and services to users;
- Calculate and compare costs for required goods or services to achieve maximum value for money.

### Sales and Marketing

- Support colleagues in keeping abreast of local competition and yet working with similar facilities to maximise income through cooperation;

### Personnel

- Develop and maintain good working relations with all staff and volunteers at the Town Hall
- Along with the Director, be responsible for the selection, appointment, professional development, supervision and appraisal of the cleaning and duty staff. Promote good employment practices, equal opportunities and welfare in accordance with HBCA's policies, including disciplinary and grievance procedures;
- Hold regular meetings with core building support staff.

### Relationships

- Support and advise the Director by providing accurate and timely reports to support decision-making and to inform the Board of HBCA's performance against the business plan relevant to this role;
- Build constructive and open working relationships with all regular users of the building to ensure a high quality experience – and invite feedback to inform future developments;
- Develop and nurture successful working relationships with tenants and service providers
- Work within the staff team (including volunteers) to ensure that the Town Hall's users receive a high standard of customer care and any problems that arise are dealt with promptly and appropriately.

### Social Benefit

Work within the staff team to develop the social benefit aspects of HBCA's original vision, ensuring that local people benefit from the facilities in ways that enhance their lives in a range of ways, educational, artistic and social.

**Hebden Bridge Community Association  
Facilities Coordinator- Hebden Bridge Town Hall  
Person Specification**

Detailed below are the skills, experience and knowledge required for the post. The “Essential Requirements” indicate the minimum requirements, and applicants lacking these attributes are less likely to be considered for the post. “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training and may be used to distinguish between acceptable candidates.

In addition, success in this post will be determined by the vision, interest and determination candidates demonstrate in relation to the work of HBCA

| <b>Skills</b>   | <b>Ess</b> | <b>Des</b> | <b>MOA</b> |
|---|------------|------------|------------|
| 1. Excellent interpersonal skills   | ✓          |            | I          |
| 2. Excellent written and oral skills  | ✓          |            | A/I        |
| 3. Negotiating Skills   | ✓          |            | A/I        |
| 4. Good level of IT skills; including Word, Excel, Email, CMS and databases | ✓          |            | A          |
| 5. Ability to respond flexibly and calmly to new and unexpected situations  | ✓          |            | A/I        |
| 6. Excellent decision making skills   | ✓          |            | A/I        |
| 7. Strategic planning and communication skills                              | ✓          |            | A/I        |
| 8. Good problem solving skills  | ✓          |            | A/I        |
| 9. Good organising and administrative skills                                | ✓          |            | A/I        |
| <b>Experience/knowledge</b>   |            |            |            |
| 1. Facilities management  | ✓          |            | A/I        |
| 2. Contractor negotiation   | ✓          |            | A/I        |
| 3. Experience of Customer service and complaints                            | ✓          |            | A/I        |
| 4. Financial planning and management  |            | ✓          | A/I/R      |
| 5. Staff Management   | ✓          |            | A/I/R      |
| 6. More advanced understanding of IT hardware/software                      | ✓          |            | A/I        |
| 7. Experience of working with private, public and third sector              |            | ✓          | A/I        |
| <b>Behavioural and related characteristics</b>                              |            |            |            |
| 1. An enthusiasm for community engagement                                   | ✓          |            | A/I        |
| 2. Ability to inspire and develop ideas and new projects                    |            | ✓          | A/I        |
| 3. Ability to inspire loyalty and good teamwork                             | ✓          |            | A/I        |
| 4. Flexible approach to working times                                       | ✓          |            | A          |
| 5. Willingness to adopt a hands-on approach                                 | ✓          |            | A/I        |
| 6. Ability to strategise, plan work and delegate as necessary               | ✓          |            | A/I        |
| 7. Honesty and integrity  | ✓          |            | A/R        |

**Key** (MOA = Method of Assessment)

A –Application

I – Interview

R – References (specifically – though referees are invited to comment on all or any of the items in this person specification)

**April 2017**