

**Job Description: Facilities Management Officer, Glasgow Women’s Library**

Hours of work: 28 hours per week

Salary: £25,392 PRO RATA (Actual Salary: £20,313) plus 6% Employer’s Pension Contribution

Holidays: 25 days per annum plus 12 public holidays PRO RATA

Reporting to: Director of Operations, Resources and Enterprise

Main Purpose: To ensure that all facilities management and building related operations run efficiently, safely and to the highest standards, meeting the needs of the GWL learning / events programmes, external customers hiring the venue spaces, and all visitors and users accessing the GWL building.

Main Duties and Responsibilities:

* Leading and acting on all Health and Safety issues throughout the building, ensuring compliance, and making sure that all spaces are clean, tidy and safe at all times
* Ensuring that the building environment at GWL is conducive to the delivery of a high level of customer service and care for all visitors and users of GWL in line with GWL Core Values
* Liaising and planning with colleagues regarding space bookings, usage and staffing including compiling rotas for staffing of events
* Inducting new staff, volunteers, partners and other personnel working within the building
* Setting up rooms and event / meeting zones for internal events and for the needs of other external customers hiring the venue (including furniture, technical and other equipment)
* Supervising and directing the activities of the cleaning staff
* Managing a small team of volunteers
* Reporting security, maintenance and repair needs to appropriate external contractors and undertaking some minor repairs, maintenance and additional cleaning when required
* Undertaking Risk Assessments as required
* Preparing for, attending and contributing to regular staff team meetings where building and events issues are discussed, planned and resolved
* Preparing for, attending and contributing to regular Support and Supervision sessions with the Line Manager
* To undertake appropriate training and staff / volunteer development
* To undertake any other reasonable duties, commensurate with the job title, as may be determined by GWL, and to work within its policies and procedures.

**Person Specification: Facilities Management Officer**

The Person Specification is designed to let applicants know what is required in relation to the attributes of a successful candidate. The Person Specification is divided between 'Essential' and 'Desirable' attributes.

In order to convince the selection panel that you should be short-listed for interview, you must be able to show that you meet all the Essential requirements. If you can also meet some or all of the Desirable requirements, then you will have further advanced your case for a successful application.

Please try to structure your own answers on the application form to show the panel how you meet these requirements, especially the Essential ones. If you are called for interview, the panel will ask you questions specifically designed to confirm your ability to meet such requirements.

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| **Skills and Abilities** | **Essential** | **Desirable** |
| Ability to manage and deliver event requirements, including the organisation of furniture, technical and other needs, paying high attention to detail | √ |  |
| Ability to undertake facility management and carry out minor repairs, maintenance and housekeeping tasks skillfully and responsibly | √ |  |
| Excellent organisational skills, with the ability to manage a wide range of tasks and meet deadlines | √ |  |
| Ability to think creatively and proactively | √ |  |
| Ability to work as part of a team, to use own initiative and organise own workload | √ |  |
| Excellent communication, presentation and interpersonal skills: written and verbal, with a diverse range of people | √ |  |
| Good IT skills including word processing and database management | √ |  |
| Ability to work flexibly including evenings and weekends  | √ |  |
| Responding positively to problem solving and changing business, strategic and operational needs | √ |  |
| Ability to handle complaints and difficult situations calmly and sensitively | √ |  |
| **Experience** |  |  |
| Experience of facilities management, including health, safety and operational issues, within a busy visitor-orientated public building  | √ |  |
| Experience of working in a historic / listed building, or within a building housing museum, library or archive collections |  | √ |
| Experience of working on and/or organising public and/or creative events / exhibitions | √ |  |
| Experience of supervising staff or team leadership |  | √ |
| Experience of liaising with and working effectively in partnership with other organisations  |  | √ |
| **Knowledge** |  |  |
| Knowledge of Health and Safety matters in a public building | √ |  |
| Knowledge of environmentally responsible building and waste management practices |  | √ |
| Good understanding of GWL and a strong interest in supporting its Aims, Objectives and Core Values | √ |  |
| A knowledge and understanding of women’s equality and social inclusion issues |  | √ |
| **Training and Qualifications** |  |  |
| Health and Safety related qualifications, including First Aid |  | √ |
| **Other** |  |  |
| Interest in women’s history and achievements |  | √ |
| Commitment to high standards of customer care  | √ |  |

**Applications will be accepted from women only under Schedule 9, part 1 of the Equality Act 2010.**

**Please email the completed application form, Parts 1 and 2, to** **apply@womenslibrary.org.uk**

**CLOSING DATE FOR APPLICATIONS: 12 noon on Friday 13th January 2023**

**As the shortlisting process will start immediately, no late applications will be accepted.**

**Interviews will take place at Glasgow Women’s Library on Monday 30th January 2023**