

## **St. Martin in the Bull Ring**

### **JOB DESCRIPTION**

<b>Job Title:</b>	Facilities Officer (Grade 1)
<b>Responsible To:</b>	The Operations Manager (OM)
<b>Salary:</b>	Band £11,000 to £13,000 p.a. subject to an annual performance related review.

#### **Main Purpose of Job:**

Security, Safety, Maintenance, Cleaning & other duties involved in keeping St. Martin's open to the public and operating effectively.

#### **Main areas of responsibility:**

The post-holder will be expected to work outside 'normal' office hours to ensure that the church functions effectively and helps deliver the key strategic objectives for the Church.

#### **Main duties and responsibilities:**

1. Ensuring that all areas of the buildings are maintained in good order, paying particular attention to the 'public face' of the building.
2. Ensuring that the buildings are maintained in a clean and tidy state, adhering to agreed levels of cleanliness and fulfilling cleaning tasks as and when required.
3. Routine cleaning and inspection of roofs, gutters, drains, and other less accessible parts of the buildings.
4. Performance of regular/routine checks, maintenance and repairs throughout the buildings.
5. Responding appropriately and with initiative to reports of problems/concerns associated with the building, and when appropriate taking action and performing such tasks as are reasonable.
6. Maintaining an up-to-date knowledge of the church and all that is happening within it.
7. Supervision of service agreements and routine work as required by the OM, when necessary.

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8. Usage of any 'record and respond' systems implemented within the Church to an agreed standard.
9. Operate an effective and welcoming "front of house" service, directing visitors, responding to enquiries and signposting where appropriate.

## **Health & Safety**

1. Maintain an awareness of all Health & Safety issues especially when work is taking place around the buildings and members of the public are present, ensuring that written policies for all health and safety related matters are adhered to.
2. Contribute in a positive manner to the implementation and management of an effective Health and Safety Policy for all areas of the buildings.
3. Ensure compliance to the statutory and policy requirements, paying particular attention to ensure that all fire equipment, signs and alarms are checked and maintained in good order and are correctly located in accordance with current documentation.
4. Provide emergency first aid if necessary compatible with experience and qualifications and in accordance with current regulations.
5. Act as Fire Marshall for events as required and instructed and assist with all emergency and evacuation procedures as appropriate.

## **Security**

1. Assist in the implementation of and adhere to the current policies and procedures for all security related matters.
2. Contribute to the management of effective and efficient policies and procedures for safe working practices for clergy, staff and volunteers, and model them in your own work.
3. Operate the buildings security/alarm/CCTV systems according to agreed procedures. This will include response to calls for assistance and, on occasions, out-of-hour response to calls.
4. Operate an agreed system of key management/access control.

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5. Deal appropriately and efficiently with anyone posing a threat to personal safety or security, or causing a public nuisance within the buildings. This will be in line with the current policy for handling difficult/threatening people, developed jointly between the clergy team, the Centre for Health & Healing and the OM.
6. Assist in the management and implementation of the car parking policy, including the control of car parking as and when required.
7. Maintain good relationship with the local police, markets police and Bull Ring Security officers.
8. Provide security and general assistance for all services and events including door supervision as required.

## **General Duties**

1. Organising verging and other associated liturgical duties as required, according to agreed levels of competence.
2. Provide room hire supervision and resource the set up for all bookings (internal and external) as instructed, including erection of staging and moving of furniture. Assist with the provision of refreshments for room hire customers.
3. Ensure all the church boxes and candle stands are emptied in accordance with the financial protocols and procedures and agreed schedules.
4. Ensure the safe keeping of all monies in accordance with the financial protocols and procedures including assistance with the safe transfer of money to/from safes and the bank.
5. Perform all set up tasks for worship including P.A. set up as instructed by Director of Music and operate sound system and/or PC for services/events if needed.
6. Undertake appropriate training courses to obtain and maintain qualifications required or desirable for the performance of the duties.
7. Accept responsibility for specific areas of work, as directed by the OM and 'lead' the Team in these areas.
8. Perform any other duties as required and as directed by the OM.

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### **Terms and Conditions of Employment**

#### Working Hours:

The post is 37.5 hours per week with a flexible shift/rota system covering a 7 days per week. Additional Hours will be paid only by prior agreement and at a flat rate of £5.80 per hour; otherwise time may be taken in lieu.

#### Holiday entitlement:

25 working days plus 3 days designated as 'Christmas closure days' (which may not necessarily be taken at Christmas/New Year), and all statutory/public/Bank Holidays. As a major public building it will be open on public holidays and/or church 'closure days'. Time off in lieu will be given for time worked on public holidays and 'closure days'.

Salary is paid monthly on the 21<sup>st</sup> of the month. Pay reviews are linked to the performance related appraisal scheme and any award will be effective from the 1<sup>st</sup> January the following year, subject to satisfactory completion of the probationary period.

After one year's satisfactory service the Church will match pension contributions up to a maximum of 3% for all employees. Employees can join the Church Stakeholder Pension Scheme operated by Friends Provident or an equivalent scheme, subject to evidence of the employee's contributions and pension scheme membership being provided annually on an agreed date.

There is an initial probationary period of 6 months. After review and subject to satisfactory performance the post will be confirmed as permanent.

The posts is subject to a Criminal Records Bureau (CRB) Check.

The normal retirement age for this post is 65.

In view of the special nature of this building, employees are expected to dress and conduct themselves appropriate to the setting.

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### Facilities Officer – Person Specification

#### 1. Experience

<b>Essential</b>	<b>Desirable</b>
<p>Experience of working within a similar position.</p> <p>Understanding and knowledge of health and safety regulations</p> <p>Knowledge and experience of security issues especially those relating to personal security</p> <p>Ability to deal effectively with members of the public.</p>	<p>Experience of building maintenance tasks</p> <p>Basic knowledge of health and hygiene requirements especially food hygiene</p> <p>Understanding of verger/beadle liturgical role.</p> <p>Background in a church or community setting.</p>

#### 2. Skills and abilities

<b>Essential</b>	<b>Desirable</b>
<p>Able to do manual work including lifting.</p> <p>Skills and willingness to climb ladders, inspect the tower, the church roof and guttering, deal with pest control.</p> <p>Ability to work as part of a close-knit team within a larger organisation</p> <p>Ability to effectively manage under pressure</p> <p>Good communication and interpersonal skills</p> <p>Confidence, tact and diplomacy when in contact with a diverse range of public figures, staff, volunteers, members of the public, church members, church officers, ordained ministers and contractors</p> <p>Ability to cope with large numbers of visitors with a cheerful, helpful and welcoming disposition.</p>	<p>Experience of manual handling and a current manual handling certificate.</p> <p>Experience of working within a team</p> <p>Experience of work (paid or voluntary) within the voluntary sector</p> <p>Good administration skills, well organised and methodical, with a good eye for detail.</p>

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<p>Ability to manage difficult confrontational situations within the guidelines and policies of St Martin's.</p> <p>Ability to follow written procedures and work instructions, and keep appropriate records.</p> <p>An average level of numeracy and ability to count and record cash</p> <p>Ability to use the telephone efficiently and courteously</p>	<p>Ability to use IT effectively to support work</p>
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### 3. Personal Qualities

Essential	Desirable
<p>Energy, commitment and enthusiasm</p> <p>Willingness to work within the Christian ethos and the values of St Martin's and to reflect this in their attitudes and behavior</p> <p>High levels of personal integrity – trustworthy, reliable and honest</p> <p>Emotional stability under pressure – a relaxed manner, a calm approach to life, and a sense of humour</p> <p>Ability to work on own initiative and take responsibility when required.</p>	<p>An active member of a faith community who is serious about their own spiritual development.</p> <p>Ability to respond quickly to needs as they arise</p> <p>Ability to plan own workload and schedule</p>

### 4. Other

Essential	Desirable
<p>Ability to work a flexible shift/rota system, including evenings and weekends.</p> <p>Living within easy reach of St. Martin's</p> <p>Willingness to share 'on call' responsibilities within a building management context</p>	<p>Flexibility regarding changes to working hours/additional hours at short notice</p> <p>Holder of a current, clean UK driving licence, and with access to own transport.</p>