

Job Description: Building Officer - Inspire: Culture, Learning and Libraries - Grade 3
Job Purpose: To ensure the highest possible customer experience across Inspire buildings as required by undertaking building related duties and routine maintenance to ensure buildings are secure, safe, clean, and welcoming and operate smoothly and efficiently at all times.
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. To be responsible for the security, cleaning, maintenance, hygiene and safety aspects of Inspire buildings and the supervision of appropriate personnel carrying out these functions to required standards 2. To prepare the site, rooms and/or equipment for Inspire events and/or customers hiring site facilities as required, provide event or activity support as needed, including cleaning before and after use, and securing the building 3. To ensure all public and staff areas are cleaned using appropriate methods and products to a high standard on an ongoing basis, including regular checking and immediate resolution of issues 4. To identify and report any maintenance/damage repairs needed to the fabric of their building and equipment and undertake minor maintenance work or place orders for repairs or maintenance work as appropriate 5. To maintain all cleaning equipment and stocks of cleaning materials used on site and ensure they are used correctly 6. To ensure the heating, ventilation and lighting systems work correctly, and within energy conservation guidelines, this includes use of building management systems 7. To carry out all aspects of security including regular patrol routines throughout the building, during and after opening hours with particular emphasis on facilities used by the general public 8. To assist and support staff in dealing with and, where necessary, removing members of the public who are causing a disturbance or disruption to service or displaying anti-social behaviour 9. To be responsible for the opening and closing of Inspire sites, the operation of site security systems and acting as keyholder to be on call for security / emergency services as required 10. To be responsible for basic grounds maintenance where appropriate, including pruning and weeding 11. To ensure safe public and staff access to Inspire sites, including external areas are clear of litter 12. To be first point of contact for contractors visiting the site. Ensure contractors have relevant site-specific risk and method statements and complete relevant documents before leaving the building

The post holder will work in accordance with all Inspire policies and procedures, Inspire Brand guidelines, contractual requirements, and professional best practice. The post holder will perform any duties or tasks assigned by management required to meet service needs as appropriate to the role. The post holder will assume the role of Appointed Person and/or First Aider as required

Education and Knowledge Required for the role

1. Good knowledge of excellent and inclusive customer care
2. Evidence of practical skills required for at least one area of work
3. Understanding of the main issues in the role and working with the public

Skills and Experience

4. Experience of caretaking, building administration and cleaning
5. Experience of organising own work and using initiative to resolve issues
6. Experience of working in, and contributing to, a team and an understanding of team working

Role Dimensions

7. Based in a major site but working across other sites where appropriate
8. Willingness to drive an Inspire van where appropriate with relevant compliance checks and training

Inspire Competencies

Competency	Level	How we work at Inspire
Customer Service	2	<p>1. Demonstrates effective customer service skills – in person, online, email or on the phone - identifies and satisfies customer needs, adjusting their style with a friendly and professional approach as appropriate for the customer, respecting confidentiality, equality & diversity and prioritises the customer over tasks where appropriate</p> <p>2. Responds positively to customer concerns, acts to resolve or reassure customers as needed, agrees solutions with the customer or hands over to an appropriate colleague</p>
Deliver the service offer	2	<p>1. Knows and/or accesses information to advise and promote the Inspire Service Offer to all customers – to meet their immediate needs and other services that could be of interest or benefit them</p> <p>2. Embraces any changes to the offer and any associated changes to processes or working practices positively, takes responsibility for their own development and engages with and makes the most of development opportunities provided</p>
Communicating Well	1	<p>1. Communicates clearly and effectively in person, on the phone and in writing respectfully and in a style appropriate to the person and situation and uses and engages with Inspire's online communications</p>
Working Together	2	<p>1. Adopts a friendly, helpful, supportive and respectful manner when working with others</p> <p>2. Acts in a way that shows they are trustworthy, reliable and transparent in their dealings with others, respecting privacy and confidentiality as appropriate</p>
Leading the Way	1	<p>1. Incorporates the spirit of Inspire's mission, vision and values in the work they do with customers, colleagues and stakeholders, plays their part in implementing Inspire policies and procedures and management decisions</p>
Working Efficiently & Cost Effectively	2	<p>1. Uses Inspire resources and their time effectively to meet service demand, objectives and/or targets</p> <p>2. Plans ahead, making best use of time and resources available to achieve service delivery, maximising the use of technology available, minimising unnecessary travel or waste, prioritising work and working within spending limits</p>
Skills and Qualifications	1	<p>1. GCSE (Grades 1-3¹ [previously D-G]) or Level 1 Diploma (Foundation) Including: Good verbal communication skills – willing to or working towards Level 2 English and Maths</p>