

Title Building Officer	Post Ref. Salary scale: Grade 2
Job Purpose To ensure the highest possible customer experience by effectively managing and undertaking building related duties to ensure the whole building is secure, clean and welcoming and that it operates smoothly and efficiently at all times	
Key Responsibilities Customers <ol style="list-style-type: none"> 1 To ensure the highest possible customer experience by providing direct help, guidance and support to library customers 2 To respond appropriately to customer feedback, being clear where this should be dealt with personally or be referred on to senior staff Service Provision and Promotion <ol style="list-style-type: none"> 3 To be responsible for the security, cleaning, hygiene and safety aspects of the building and the supervision of appropriate personnel carrying out these functions 4 To ensure a high standard of cleaning and hygiene throughout the building 5 To organise and ensure/maintenance arrangements for, and the correct use of, all cleaning equipment and stores, defects and re-ordering stores via the library manager. 6 To be responsible for the ordering and stock control of supplies relating to cleaning and maintenance of the building 7 To ensure the heating, ventilation and lighting systems work correctly, and within energy conservation guidelines 8 To report to the Library manager any maintenance/damage repairs needed to the fabric of the building and equipment. Where relevant, to place orders for repairs or maintenance work 9 To ensure the relevant facilities in the building (furniture, equipment etc.) are prepared for groups hiring the premises. This will include cleaning up afterwards and securing the building after use 10 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 11 To assist and support staff in dealing with and, where necessary, 	Key Accountabilities <ol style="list-style-type: none"> 1. To provide a high quality customer service in the day to day delivery of the library service 2. To follow correct processes and to alert the appropriate manager to ensure compliance with building management and health and safety requirements 3. To work efficiently and effectively with the resources assigned 4. To comply with Inspire's policies and procedures and Library Service Standards

removing members of the public who are causing a disturbance or disruption to service or displaying anti-social behaviour 12 To be responsible for the opening and closing of the building, the operation of security systems and acting as keyholder to be on call for security / emergency services as required 13 To ensure safe public and staff access to the building throughout the year. 14 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 perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge 1. Knowledge of the principles and practices of excellent customer service. 2. Knowledge of the library service and its aims and objectives	Personal skills and general competencies 3. Puts into practice Inspire's commitment to excellent customer care 4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers 5. Works well with colleagues but also able to work on their own initiative 6. Shares Inspire's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration 7. Ability to demonstrate literacy and numeracy skills 8. Ability to communicate well with colleagues, partners and customers of all ages 9. Ability to work as part of a team and to contribute positively to its work 10. Ability to work without direct supervision, and to organise own defined duties, after training
Experience 11. Experience of working in, and contributing to, a team and an understanding of team working 12. Experience of working with the public, as paid employee or as a volunteer in a customer facing role. 13. Experience of caretaking and cleaning duties 14. Experience of organising your own work and that of others and delegating effectively	

	<p>11. Ability to meet agreed deadlines and work accurately</p> <p>12. Ability to understand and implement regulations and standards related to building issues including health & safety, security and cleaning</p> <p>13. Commitment to undertake work based training appropriate to the role</p>
<p><i>Role Dimensions</i></p> <p>1. Responsibility for the day to day management of the building including security, hygiene, cleaning and health & safety aspects</p> <p>2. Responsibility for ensuring a welcoming and customer focused library environment</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	