

**Store Facilities officer**

<b>Job Title:</b>	Store Facilities Officer
<b>Department:</b>	AFM
<b>Reporting to:</b>	Field Operations Manager/Field Support Manager
<b>Responsible for (staff):</b>	Up to 10 depending on location
<b>Location:</b>	Southend/Canvey Island (Essex)
<b>General Purpose of Role:</b>	Provide an unrivalled maintenance service responsible for supervision of cleaning colleagues and completing semi-skilled and dynamic routine-based tasks

**ACCOUNTABILITIES**

- Direct, coordinate and complete pre-planned and reactive, self-delivered, essential services such as maintenance, cleaning, catering, waste disposal and recycling
- To utilise initiative and planning tools to deliver efficiencies with a customer focus, ensuring communication with site teams on tasks being undertaken.
- Assist the delivery of excellent customer service resulting in asset uptime, first time fix and quality workmanship
- To attend training courses as and when necessary to develop your technical knowledge and skills in line with business requirements
- Undertake legislative checks to comply with client's corporate requirements
- Ensure buildings meet health and safety requirements and that facilities comply with legislation
- Keep staff and public safe
- Manage and coordinate the work of contractors to ensure minimum disruption to client's core activities
- Check that agreed work by staff or contractors has been completed satisfactorily and follow up on any deficiencies
- Coordinate and lead one or more teams to cover various areas of responsibility
- Use performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement
- Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences.
- Liaising with key stakeholders to provide update on daily tasks and routines
- Monitoring of cleaning activities
- Reviewing work schedules
- Managing and ordering in store parts stock and cleaning materials

## KNOWLEDGE AND SKILLS

### Key Relationships:

- The supervision of all cleaning staff focussing on their performance in terms of standards of cleanliness and their behaviour whilst on duty
- An Arcus Ambassador being the direct link between internal colleagues, client and third-party contractors.

### Experience

- Experience of working within a customer facing, time pressured environment
- Previous experience within a maintenance/or repairs technician remit, preferably focused on the retail environment that is committed to an unrivalled customer experience.
- Seamless and effective communication relating to critical corporate and operational issues.

### Skills and Competencies:

- Ability to work unsupervised in a pressurised environment dealing with both Retail and Plant environments
- The nature of the job requires the job holder to climb ladders, use access equipment, work in confined spaces etc There a degree of personal fitness is required
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner always and develop relationships
- To ensure effective written and verbal communication of all corporate and operational issues
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn
- Enjoys working with people

## VALUES & BEHAVIOURS

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

### Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

### Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others