

Members' Library Service Request Form

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Originator	Joyce Marlow
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Document Title	Redesign of posts within Facilities Management Service – Cleaning/Caretaking and Janitorial Services

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Additional information:

Authorised By	Jim Lamond
Designation	Head of Council Resources
Date	13.04.16

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SERVICE REVIEW REPORT

REPORT TO: Head of Council Resources

BY: Depute Chief Executive (Partnerships and Community Services)

DATE:

SUBJECT: Redesign of posts within Facilities Management Service – Cleaning/Caretaking and Janitorial Services

1 PURPOSE

- 1.1 To seek Head of Council Resources approval under delegated powers for the establishment changes detailed in the body of the report as a consequence of changing service needs within the Facilities Management Services, Infrastructure Division of Partnerships and Community Services.

2 RECOMMENDATIONS

- 2.1 To agree the changes to the redesign of posts as outlined in the report.

3 BACKGROUND

- 3.1 Facilities Management Services are responsible for carrying out support services to various departments within East Lothian Council. The current job outlines for the Cleaning/Caretaking and Janitorial Service require to be re-designed to meet the pressure that local authorities are facing in delivering a more cost effective and quality service to our customers.
- 3.2 Historically, cleaners would work a morning and afternoon shift and at the same time a janitor would be in the building and both members of staff would work to different job outlines. A trial was carried out at a primary school in conjunction with the Head Teacher for a member of staff to carry out combined janitorial and cleaning duties throughout the school day. This resulted in potential savings of £25,000 within this specific school.
- 3.3 To have a generic job outline to combine both roles is a more cost effective way of delivering front line services.

- 3.4 The Education budget for janitorial services is over budget by £200,000. To be able to deliver the services with a generic job outline for any new business opportunities that arise and any future new posts that become vacant, it is proposed to replace the current job roles with the generic posts as appropriate, e.g. as they become vacant or new posts are created.
- 3.5 The following job outlines are currently in place to deliver the Cleaning/Caretaking and Janitorial Service:-
- A. Cleaner – Grade 1
 - B. Senior Cleaner – Grade 4
 - C. Janitor – Grade 4
 - D. Caretaker (Education) – Grade 2
 - E. Caretaker – In other business units – Grade 4
- 3.6 The redesign of these posts will provide a more flexible way of delivering frontline services in a more efficient and cost effective manner with the following job outlines:-
- A. Facilities Assistant – Grade 3
 - B. Senior Facilities Assistant – Grade 4
 - C. Facilities Co-Ordinator – Grade 5
- 3.7 The Cleaner job outline has been replaced with a Facilities Assistant job outline. The Senior Cleaner/Janitor/Caretaker posts have been combined into the Senior Facilities Assistant job outline and the new Facilities Co-Ordinator post gives an opportunity for current staff to apply for these promoted posts. The Facilities Co-ordinator post will be responsible for the Senior Facilities Assistants.
- 3.8 It is proposed to establish any new business opportunities with these new job outlines for any future posts that become vacant. This will not affect the current staff within Cleaning/Caretaking and Janitorial Services who have permanent contracts.
- 3.9 This report has been passed to Unison Trade Union under the terms of the Protocol for the Conduct of Service Reviews and Unison are supportive of the proposals outlined.

4 **POLICY IMPLICATIONS**

- 4.1 There are no policy implications related to the content of this report.

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 This report is applicable to the wellbeing of equalities groups however, because all HR policies pertaining to staffing reports have already been assessed, an equalities impact assessment is not required.

6 DISCLOSURE SCOTLAND – PROTECTION OF VULNERABLE GROUPS SCHEME

- 6.1 A PVG on line assessment has been carried out and these posts are considered as regulated work with vulnerable children and/or protected adults, as specified in the Protection of Vulnerable Groups (Scotland) Act 2007.

7 RESOURCE IMPLICATIONS

- 7.1 Financial – The changes outlined are met within the budget for 2016/17 and will provide savings when staff resign.
- 7.2 Personnel - HR and UNISON are supportive of the proposals. These posts will be recruited to in accordance with the Council's Recruitment and Selection Procedures.
- 7.3 Other – None

8 BACKGROUND PAPERS

- 8.1 Appendix 1 – Job Outline and Person Specification – Facilities Assistant
- 8.2 Appendix 2 – Job Outline and Person Specification – Senior Facilities Assistant
- 8.3 Appendix 3 – Job Outline and Person Specification – Facilities Co-Ordinator

AUTHOR'S NAME	Joyce Marlow
DESIGNATION	Service Manager – Facilities Management
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DATE	18 March 2016

Job Outline

Post Title:	Facilities Assistant
Service:	Infrastructure – Facilities Management
Location:	As advertised
Immediate Supervisor:	Facilities Co-ordinator / Area Officer

Purpose of the Job

Under the operational direction of the Facilities Co-ordinator/Area Officer to assist with the provision of an efficient and effective integrated facilities management service within East Lothian Council/Partner premises in order to assist with the promotion, delivery and integration of the Council's key objectives; specifically in relation to the Community Plan, Shared Commitments, Single Outcome Agreement and Best Value.

Key Objectives

- Opening and closing of the premises & grounds to ensure access is available as and when required to meet business needs.
- Replenish toiletry ancillaries as required.
- Carry out cleaning tasks as required within the premises to the trained standard.
- Remove and dispose of all waste/rubbish using the appropriate receptacle in line with ELC recycling and environmental policies & procedures
- Report defects/damages to the relevant person/department.
- Assist in clearing paths of snow and grit as required and ensure the general maintenance / tidiness of all public & private areas within premises responsible for (internal and external), including litter picking, removing broken glass and debris to ensure and maintain a safe environment for users of the premises.
- General portering duties of **all** equipment (including laundry) within the premises, responsible for set up and take down of equipment as required to meet users' needs. Distribute appropriately/timeously and turn around ready for the next user. Store all equipment to comply with H&S.
- Clean up body spills using the approved cleaning kits provided by H&S as required to ensure a safe and clean environment for facility users.
- Comply with training & procedures ensuring all relevant paperwork/documents are completed accurately and on time in accordance with statutory obligations and Council policies and procedures.
- Any other duties as directed by your line manager and appropriate to the grading of the post.

Responsibility for Employees

- None

Relevant Qualifications

Essential:

General standard of education

Desirable:

BICS, or equivalent basic health & safety certificate **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure requirements:

- PVG Membership dependent upon the location – see advert.

Skills/Experience Required

- Person Specification

PERSON SPECIFICATION

Post Title:	Facilities Assistant
Service:	Infrastructure – Facilities Management
Location:	As advertised
Immediate Supervisor:	Facilities Co-ordinator / Area Officer

Attributes	Essential	Desirable
Education & Training	General standard of education PVG Membership dependent upon the location – see advert.	BICS cleaning course or equivalent Basic Health & Safety course
Previous Experience (Paid & Voluntary Work)	Experience of basic cleaning duties (training will be provided in the use of equipment)	Worked as part of a team Worked using own initiative
Knowledge/ Skills /Competencies	Effective verbal and written communication skills	
Personal Qualities	Ability to work on own initiative and as part of a team. Ability to work flexibly as part of a team. Ability to work under pressure and meet deadlines.	

Job Outline

Post Title:	Senior Facilities Assistant
Service:	Infrastructure – Facilities Management
Location:	As advertised
Immediate Supervisor:	Area Officer

Purpose of the Job

Under the operational direction of the Area Officer, to organise and administer the provision of an efficient and effective integrated facilities management service within East Lothian Council/Partner premises in order to assist with the promotion, delivery and integration of the Council's key objectives; specifically in relation to the Community Plan, Shared Commitments, Single Outcome Agreement and Best Value.

Key Objectives

- Responsible for the security of premises and its contents as a keyholder (including the operation /testing/recording of fire/burglar alarms systems deal with emergency security situations as the arise.
- Opening and closing of the premises & grounds to ensure access is available as and when required to meet business needs.
- Ensuring heating/ventilation systems are turned on as required to meet business needs.
- Identify, order and replenish cleaning and Janitorial stocks as required.
- Carry out cleaning tasks as required within the premises to the trained standard.
- Remove and dispose of all waste/rubbish using the appropriate receptacle (in line with ELC recycling and environmental policies & procedures) and present for collection by waste services on the due dates.
- Report defects/damages to the relevant person/department, record to ensure corrective actions takes place within a timely period as per procedures.
- Clear paths of snow and grit as required and ensure the general maintenance / tidiness of all public & private areas within the premises responsible for (internal and external), including litter picking, removing broken glass and debris to ensure and maintain a safe environment for users of the premises.
- Act as a signatory for deliveries of materials, equipment and supplies on behalf of ELC as required and deliver to appropriate location.
- General portorage duties of **all** equipment (including laundry) within the premises, responsible for set up and take down of equipment as required to meet users' needs. Distribute appropriately/timeously and turn around ready for the next user. Store all equipment to comply with H&S.
- Clean up body spills using the approved body spillage kits provided by the unit as required to ensure a safe and clean environment for facility users.
- Comply with training & procedures ensuring all relevant paperwork/documents are completed accurately and on time in accordance with statutory obligations and Council policies *and* procedures.
- Any other duties as directed by your line manager appropriate to the grading of the post.

Responsibility for Employees

- None

Relevant Qualifications

Essential:

General standard of education

Desirable:

BICS, or equivalent certificate, basic health & safety certificate **and/or able** to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure requirements:

- PVG Membership dependent upon the location – see advert.

Skills/Experience Required

- See Person Specification

PERSON SPECIFICATION

Post Title:	Senior Facilities Assistant
Service:	Infrastructure – Facilities Management
Location:	As advertised
Immediate Supervisor:	Area Officer

Attributes	Essential	Desirable
Education & Training	<p>General standard of Education</p> <p>PVG Membership dependent upon the location – see advert.</p>	<p>BICS Cleaning Qualification or equivalent cleaning course</p> <p>Basic Health & Safety course</p>
Previous Experience (Paid & Voluntary Work)	<p>Experience of basic cleaning duties (training will be provided in the use of equipment)</p>	<p>Worked as part of a team</p> <p>Worked using own initiative</p> <p>Janitorial / care taking / Security</p>
Knowledge/ Skills /Competencies	<p>Knowledge of cleaning equipment and cleaning methods.</p> <p>Effective verbal and written communication skills.</p> <p>Effective organisational and time management skills.</p>	
Personal Qualities	<p>Ability to work on own initiative and as part of a team.</p> <p>Ability to work without close supervision.</p> <p>Ability to work flexibly as part of a team.</p> <p>Ability to work under pressure and meet deadlines.</p>	

Job Outline

Post Title:	Facilities Co-ordinator
Service:	Infrastructure – Facilities Management
Location:	As advertised
Immediate Supervisor:	Area Officer

Purpose of the Job

Under the operational direction of the Area Officer to be responsible for a team of staff and assist with the provision of an integrated facilities management service by providing secure, safe, clean, efficient, effective and well management facilities for service users within East Lothian Council/Partner premises in order to assist with the promotion, delivery and integration of the Council's key objectives; specifically in relation to the Council Plan, Shared Commitments, Single Outcome Agreement and Best Value.

Key Objectives

- Responsible for the security of premises and its contents as a keyholder (including the operation /testing/recording of fire/burglar alarms systems, dealing with emergency security situations as the arise.
- Responsible for leading the team and organising staff for the day to day provision of the service within legislative and Council policy requirements.
- Opening and closing of the premises & grounds to ensure access is available as and when required to meet business needs.
- Ensuring heating/ventilation systems are turned on as required to meet business needs.
- Identify, order and replenish cleaning and Janitorial stocks as required.
- Carry out cleaning tasks as required within the premises to the trained standard.
- Remove and dispose of all waste/rubbish using the appropriate receptacle (in line with ELC recycling and environmental policies & procedures) and present for collection by waste services on the due dates.
- Report defects/damages to the relevant person/department, record to ensure corrective actions take place within a timely period as per procedures.
- Clear paths of snow and grit as required and ensure the general maintenance / tidiness of all public & private areas within the premises responsible for (internal and external), including litter picking, removing broken glass and debris to ensure and maintain a safe environment for users of the premises.
- Act as a signatory for deliveries of materials, equipment and supplies on behalf of ELC as required and deliver to appropriate location.
- General portorage duties of **all** equipment (including laundry) within the premises, responsible for set up and take down of equipment as required to meet users needs. Distribute appropriately/timeously and turn around ready for the next user. Store all equipment to comply with H&S.
- Clean up body spills using the approved body spillage kits provided by the unit as required to ensure a safe and clean environment for facility users.
- Comply with training & procedures ensuring all relevant paperwork/documents are

completed accurately and on time in accordance with statutory obligations and Council policies and procedures.

- Any other duties as directed by your line manager appropriate to the grading of the post.

Responsibility for Employees

- Designated team

Relevant Qualifications

Essential:

General standard of education

Desirable:

BICS, or equivalent certificate, basic health & safety certificate **and/or able** to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure requirements:

- PVG Membership dependent upon the location – see advert.

Skills/Experience Required

- See Person Specification

PERSON SPECIFICATION

Post Title:	Facilities Co-ordinator
Service:	Infrastructure – Facilities Management
Location:	As advertised
Immediate Supervisor:	Area Officer

Attributes	Essential	Desirable
Education & Training	General standard of Education PVG Membership dependent upon the location – see advert.	BICS Cleaning Qualification or equivalent cleaning course Basic Health & Safety training course
Previous Experience (Paid & Voluntary Work)	Experience of basic cleaning duties (training will be provided in the use of equipment) Experience of supervising staff	Janitorial / care taking / Security
Knowledge/ Skills /Competencies	Knowledge of cleaning equipment and cleaning methods. Effective verbal and written communication skills. Effective organisational and time management skills.	Child Protection awareness
Personal Qualities	Ability to work on own initiative and as part of a team. Ability to work without close supervision. Ability to work flexibly as part of a team. Ability to work under pressure and meet deadlines.	