

## Members' Library Service Request Form

Date of Document	19/03/21
Originator	Vanessa Sanal
Originator's Ref (if any)	
Document Title	Creation of Assistant Area Officer Posts (x4)

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Cabinet
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Additional information:

Authorised By	Sarah Fortune
Designation	Exec. Director - Council Resources
Date	10/08/21

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STAFFING REPORT – NEW POST

**REPORT TO:** Members' Library Service

**BY:** Executive Director - Place

**DATE:** August 2021

**SUBJECT:** Staffing Report for the Creation of Assistant Area Officers (X4) within Facilities Management Services

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**1 PURPOSE**

- 1.1 To seek Head of Council Support approval under delegated powers for the creation of an Assistant Area Officer as a Permanent change to the staffing structure.

**2 RECOMMENDATIONS**

- 2.1 To agree to the proposed changes to the staffing structure as outlined in the report.

**3 BACKGROUND**

- 3.1 This is a request to create four Assistant Area Officers to deliver improvements and drive efficiencies across the county on behalf of FMS stakeholders. To support the Area Officer team to deliver services in line with stakeholder service needs. Generate savings through identifying and implementing service delivery changes and efficiencies in-line with opportunities presented in the People Too report. This includes supervision of day to day front line team and the associated ongoing county expansion and service pressures. It includes 1140 hour's statutory provision which must be delivered by August 2021 and recognises that without additional resource this will pose a pressure on an already under-resourced management team.
- 3.2 These posts would be fulltime permanent posts 35 hours / 52 weeks per year. No posts will be deleted from the establishment.
- 3.3 The table below shows the salary scales and the estimated on-costs.

<b>Costs</b>				
<b>Post</b>	<b>Grade</b>	<b>Cost</b>	<b>FTE</b>	<b>Total Cost</b>
Assistant Facilities Officer	6	30,925	4.00	<b>123,700</b>
<b>Funding</b>				
Unallocated budget				15,000
Savings from FMS Staff Turnover				108,700
<b>Total Funding</b>				<b>123,700</b>

- 3.4 The Job Evaluation Team have evaluated this role and the post has been evaluated at Grade 6, £22,501 – £24,600.

#### **4 POLICY IMPLICATIONS**

- 4.1 This staffing report has no policy implications.

#### **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

#### **6 DISCLOSURE SCOTLAND REQUIREMENT**

- 6.1 This post(s) is considered as regulated work with vulnerable children and protected adults, as specified in the Protection of Vulnerable Groups (Scotland) Act 2007.

#### **7 RESOURCE IMPLICATIONS**

- 7.1 The net cost implications are for the creation of the new post(s) at Grade 6 would be £124,000 (full year). FMS have £15,000 unallocated within the budget, the additional funding £109,000 will be met by savings from FMS staff turnover, and this will be accommodated from within existing budget. FMS proposal is contained within existing budget and aim to deliver the following target efficiencies.
- 7.2 Effective staff supervision, changes to service delivery model this in turn will increase productivity
- Effective sickness absence management

- Responsible for carrying out unit audits
- Reduction in agency cover for sickness
- Support with the Implementation of People 2 recommendations
- Review of Service Standards and Delivery Models etc.

7.2 Personnel – This post has been formally evaluated and will be advertised in accordance with the Council’s Recruitment & Selection Policy. HR and the relevant Trades Unions are supportive of these proposals.

## **8. BACKGROUND PAPERS**

8.1 None.

Appendix: Agreed Job Details Form

<b>AUTHOR'S NAME</b>	Vanessa Sanal
<b>DESIGNATION</b>	Service Manager – Facilities Management
<b>CONTACT INFO</b>	01620-827820 / vsanal@eastlothian.gov.uk
<b>DATE</b>	6 August 2021

**JOB DETAILS FORM**

JOB OUTLINE	
<b>JOB TITLE: Assistant Area Officer</b>	<b>JET CODE: 7293</b>
<b>SERVICE: Facilities Management</b>	
<b>DIVISION: Infrastructure</b>	
<b>REPORTING TO: Area Officer</b>	
<b>RESPONSIBLE FOR: N/A</b>	
<p><b>JOB PURPOSE:</b></p> <p>To assist Area Officers in the management of front line staff within a geographical Area covering a wide range of services including cleaning, catering, janitorial and caretaking carrying out catering, cleaning and janitorial audits including checking compliance with organisational and legislative requirements, responding to changes in the delivery of the service and recommending ways to increase efficiency including monitoring performance and developing procedures and working practices.</p>	
<p><b>MAIN DUTIES:</b></p> <ul style="list-style-type: none"> <li>• To receive and process information.</li> <li>• Prioritise work tasks and supervise staff.</li> <li>• Provide general admin support including minutes and record information accurately.</li> <li>• Produce documents using Microsoft Office Packages i.e. Word, Excel.</li> <li>• To oversee the deployment of staff to meet stakeholder needs as directed by FMS area officer (this may include evenings and weekends) in line with establishment budget.</li> <li>• Contribute to the delivery of services ensuring a high standard of customer service, to FMS internal &amp; external customers this includes responding to feedback.</li> <li>• Respond to stakeholder needs as directed by FMS area officer ensuring managing their expectations.</li> <li>• Working with officers to ensure full compliance of Food Safety (H.A.C.C.P) and Health &amp; Safety Legislation.</li> </ul>	

- Ensure weekly & monthly reports and records are returned accurately, this includes financial reporting from catering teams.
- Carry out audits in line with FMS service needs and support the teams with any actions to ensure ELC can demonstrate compliance supported by area officer.
- Coach and mentor new employees as part of their induction.
- Plan and oversee cleaning training to meet service needs.
- Support area officers with recruitment, development in line with HR policies including performance and absence monitoring.
- Contribute to the development of FMS services to meet business plan, goals and objectives.
- Communicate with suppliers dealing with supplies, services, complaints and feedback in the absence of the area officer.
- Support FMS teams in the absence of an area officer and escalate issues as required.
- Actively participate in and support meetings and working groups to support Facilities Management.
- Participate in out of hours stand by rota (training will be provided).
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

## ESSENTIAL REQUIREMENTS FOR THIS ROLE

### Qualifications/Experience:

- Educated to HNC or SVQ Level 3 or equivalent **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. S/he must also hold or be willing to work towards the REHIS Intermediate Food Hygiene Certificate. –

### Disclosure Scotland:

- This role requires **PVG clearance** for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

### Scottish Social Services Council:

- N/A

**ORGANISATIONAL STRUCTURE:**

Service Manager  
Facilities Management Services  
1 FTE

Senior Officer  
Facilities Management Services  
1 FTE

Area Officers  
Facilities Management Services  
4 FTE

Assistant Area Officers  
Facilities Management Services  
4 FTE

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>Educated to HNC or SVQ Level 3 or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>Must hold or be willing to work towards the REHIS Intermediate Food Hygiene Certificate</p> <p>As you are required to travel to manage a workload, you must hold a current driving licence and/or have access to a vehicle.</p> <p>This role requires <b>PVG clearance</b> for regulated work with children and/or protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be <b>required prior to commencement</b>.</p>	<p>IOSH Managing Safely certificate</p> <p>HND in relevant/ related subject e.g. Hospitality BICS Operator's Proficiency Certificate 1-2</p>
Previous Experience (Paid & Voluntary Work)	<p>Current experience of supervising/monitoring staff in a fast paced environment over multiple site locations within relevant legislation and policies</p> <p>Basic understanding budgets, establishment allocation and meeting financial targets</p> <p>Understanding of audits and inspections</p>	<p>Experience in a catering environment</p> <p>Contribute to menu development</p>
Knowledge/ Skills /Competencies	<p>Effective verbal and written communication skills</p> <p>A skilled user of Microsoft Office packages</p>	<p>Effective / engaging presentation skills</p> <p>Knowledge of catering practices</p>



	<p>Strong customer focus Effective organisation and time management skills</p> <p>An awareness of Equalities and diversity</p> <p>Knowledge of Health and Safety Legislation</p>	<p>Knowledge of sustainable procurement</p>
<p>Personal Qualities</p>	<p>Ability to multi-task.</p> <p>Ability to investigate and resolve problems.</p> <p>Ability to use own initiative.</p> <p>Ability to work flexibly as part of a team.</p> <p>Ability to engage and motivate individuals to achieve and improve service standards</p> <p>Ability to develop effective relationships with stakeholders.</p> <p>Ability to manage change and continuous service improvement, working in partnership to achieve results.</p> <p>Ability to deal sensitively with individual clients, including the need to maintain confidentiality relating to sensitive or personal matters</p> <p>Research and evaluation skills.</p> <p>Ability to analyse and interpret data.</p> <p>Ability to develop and manage a range of complex and competing projects</p> <p>Ability to be creative when problem solving.</p>	

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## FACTOR LEVEL DESCRIPTORS

### WORKING ENVIRONMENT:

The Jobholder will be work predominantly indoors including schools and other council buildings, there is a service need where it is necessary to attend meetings in other Council buildings and be expected to use a car to travel between locations . The office environment conforms currently to Health and Safety guidelines.

The Jobholder will be expected to undertake 2-3 audits per week – which includes auditing the cleanliness of a facility and will be exposed to unpleasant conditions/hazardous chemicals such as dirty toilets, chemicals etc. Appropriate PPE equipment will be provided.

### PHYSICAL CO-ORDINATION:

The jobholder is required to use a PC and the standard Microsoft Office packages for work purposes, including e-mail, document production and other software applications.

S/he will be responsible for monitoring and recording of all Facilities Management information i.e. food safety and health & safety audit information providing management information as and when required.

The Jobholder is required to travel to where work is carried out to undertake audits/inspections. No specialist driving skills are required.

### PHYSICAL EFFORT:

Although predominantly seated at a desk, the Jobholder will spend the majority of their working time standing/walking when visiting units, undertaking audits/inspections, meeting employees etc.

### MENTAL SKILLS:

Where operational problems occur s/he ensures that correct procedures are followed in line with food safety and health & safety service needs and/or consults with their area officer to seek workable solutions.

S/he ensures that health and safety regulations are followed whilst operating in the most economic manner. All paperwork and other records are completed regularly and accurately. All of these activities require consistent and close attention to detail in practical work and adherence to relevant ELC policies, procedures and legislation.

S/he is responsible for assisting the area officer creating and monitoring the work plan and arranging cover required across the county i.e. making best use of facilities management resources and responding to changes in the delivery of service as directed by their area officer.

The Jobholders work is allocated by the Area Officer, however it is the Jobholders responsibility to schedule their work priorities to ensure continuity of service delivery.

**CONCENTRATION:**

The Jobholder must ensure that procedures are in place as directed by their Area Officer to ensure that stakeholder needs are met. Any requirements set out in a Service Level Agreement are adhered to as specified in terms of quality and safety standards.

The Jobholder is required to deal with a number of ongoing demands as directed by their area officer including carrying out risk assessments, undertaking audits, producing reports, implanting changes to reflect stakeholder needs.

Jobholders are required to deal with frequent interruptions, and given these interruptions prioritise decisions taking account of their profile and complexity with some requiring issues to be dealt with immediately e.g. Early closure of buildings or schools, equipment breakdowns which requires the Jobholder to frequently switch between problem solving to progress the work.

**COMMUNICATIONS SKILLS:**

The Jobholder will communicate with stakeholders with regard to operational issues. This will normally be through telephone or email communication but may on occasion require attendance at meetings.

The Jobholder will be required to deliver on job demonstrations to front line staff. This involves coaching/mentoring staff on the use of equipment.

When resolving operational issues the Jobholder must ascertain facts/details and be able to convey findings in a clear and coherent manner ensuring that all parties fully understand the outcome.

S/he may (in the absence of an area officer) have to deal direct with the parents or stakeholders, to find out necessary information relating any operational issues that need to be addressed.

**DEALING WITH RELATIONSHIPS:**

The Jobholder may be required to deal with employees and stakeholders when there are operational challenges to be resolved. Some can be subjective and emotional if they perceive that the level of service does not meet their needs. On average dealing with angry/upset individuals is about 10-20% of their working week. Anything that they are unable to resolve will be escalated to an Area Officer.

**RESPONSIBILITY FOR EMPLOYEES:**

The Jobholders role is to assist the Area Officer with deployment of resources, supervision providing leadership, direction on a daily basis.

Supervision is likely to be in the form of coaching / mentoring & demonstrating – examples how to work equipment / machinery / how to follow a procedure or carry out a task

S/he is required to demonstrate duties to new employees, team members etc.

**RESPONSIBILITY FOR SERVICES TO OTHERS:**

To assist with organising and co-ordinating FMS service provision for all key stakeholders ensuring that Service Level Agreements and expectations are met. Responding to changes in the delivery of the service and recommending ways to increase efficiency by monitoring performance and supporting with developing procedures.

**RESPONSIBILITY FOR FINANCIAL RESOURCES:**

The Jobholder is responsible for ensuring that before work is undertaken or allocated there is a budget in place within the establishment to meet service needs. This would be working with their Area Officer who would confirm what financial resources are in place and what cover is required. The Jobholder would then try to bridge the gap by identifying available resources.

S/he is would be expected to work with the Area Officer to monitor income and expenditure relating to FMS provision and check/verify invoices as and when required. The Jobholder would not sign off invoices.

**RESPONSIBILITY FOR PHYSICAL AND INFORMATION RESOURCES:**

The jobholder is responsible for keeping information in relation to service delivery, employee and stakeholder Information, written and computer records. The jobholder uses a PC to produce facility management reports on a variety of issues connected with the delivery of the service, as directed by the Area Officer.

The Jobholder will also handle confidential and sensitive data and personal information. Following GDPR regulations.

**INITIATIVE & INDEPENDENCE:**

The jobholder is expected to assist the Area Officer on a day to day basis being guided by procedures, legislation and regulatory requirements, dealing with referred issues from FMS front line employees in relation to day to day delivery of the service. Escalating issues they cannot resolve independently to the Area Officer.

The jobholder will manage their own workload to meet operational deadlines. S/he is required to review activities and make changes to improve service delivery and achieve targets.

The jobholder reports to the Area Officer Team on a regular basis to report on progress, and refer any challenges affecting service delivery.

**KNOWLEDGE:**

The Jobholder must be educated to HNC or SVQ Level 3 or equivalent **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. To be fully competent in the role s/he must also hold the REHIS Intermediate Food Hygiene Certificate.

Jobholders must also have previous experience and knowledge of the use of IT systems, e.g. Word, Excel.

**AUTHORISATION:**

I have read the information contained in this document and confirm that it is an accurate reflection of the duties and responsibilities for this post.

**Jobholder\***

Signed ..... Date .....

**Line Manager**

Signed ..... Date .....

**Service Manager**

Signed Vanessa Sanal .....Date .02 08 21.....

*\*Only applicable in a re-evaluation situation. If the Job Detail Form affects more than one employee, please submit a separate signature sheet.*