**Role Profile**

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| **Reference Number** | MUL126 / 8087 |
| **Role Title** | Facilities Officer (Porter) |
| **Directorate** | Multiple |
| **Department** | Multiple |
| **Reports to** |  |
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| **Role Purpose** |
| To ensure the functionality, comfort, safety and efficiency of the built environment to create a positive experience for residents, staff, and visitors to BCP Council facilities. |

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| **Accountabilities** |
| * Act as first point of contact for enquiries, providing standardised information or efficiently passing the request through to the appropriate person or taking an accurate message, to ensure all facilities enquiries are responded to in a timely manner.
* Conduct porterage duties including receipt and despatch of goods, materials and confidential waste and necessary storage and distribution. This includes management of documentation and archiving to ensure information and goods are handles in line with BCP Council policies.
* Undertake the set-up, lay-out and stocking of rooms and other facilities as specified and directed so that they meet customer needs and timescales.
* Support other sections of the department to cover periods of leave and sickness including, courier driving, mail room, archiving etc.
* Conduct information processing using defined IT systems, including database management and data entry, to ensure data in systems is up to date and accurate.
* Where required, take payments from the public/customers and accurately record and process the transaction, in line with BCP financial procedures.
* Undertake routine clerical support such as photocopying, filing, faxing, e-mailing, logging and distributing internal/external mail, reconciling information or ordering basic supplies to support the service team.
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| **Knowledge / Skills / Experience required** |
| * Some experience in working in customer services and with the general public.
* Experience of using ICT packages such as Word and Excel.
* Experience of undertaking administrative/clerical tasks including handling monies if relevant to the role.
* Understanding of data protection and confidentiality procedures.
* Ability to communicate with customers and colleagues in a polite and efficient manner.
* Ability to reprioritise tasks according to need and urgency.
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| **Dimensions of role** |
| * The role does not manage a team.
* This role does not manage any direct budgets.
* Planning takes place over the day in-line with a defined schedules and requirements from others.
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| **Notes** |
| Date: | 01/02/2021 |
| Working Conditions: | Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:* The role will contain a variety or siting, standing and walking, with potential for some lifting and transporting of items using a trolley.
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| Working Arrangements: | * No specified working arrangements outside of a normal working pattern.
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