

Kent County Council

Job Description: *Multi Skilled Operative*

Directorate: Deputy Chief Executive's Department

Unit/Section: Infrastructure

Grade: KR4

Responsible to: Area Facilities Officer

Purpose of the Job:

Responsible for supporting the smooth operation and upkeep of the office environment. The post holder be responsible for performing a range of duties related to maintenance, cleanliness, and support services to ensure a clean, organised, and welcoming workspace for employees and visitors.

Main duties and responsibilities:

- Responsible for maintaining the tidiness of the office premises, including external car parks, common areas, meeting rooms and workspaces.
- Provide assistance with small maintenance jobs and office moves within the office as instructed, ensuring the work is completed in a timely manner.
- Assist staff with setting up meeting rooms/conference areas, and other spaces for events or large meetings by arranging furniture, equipment, and supplies to ensure they are in proper order and ready for use in time for the event/meeting.
- Assist in receiving large deliveries to the office, such as paper, and ensure these deliveries are delivered to the specified area within the office when required.
- Maintain the cleanliness of office equipment such as printers, photocopiers, and scanners to ensure they are in working condition. Report any equipment malfunctions promptly to the correct team.
- Adhere to health and safety guidelines, regularly checking the building is a safe and secure working environment ensuring that any safety hazards, accidents, incidents or building issues are reported in a timely manner.
- Assist with emergency procedures and evacuation drills when required, ensuring staff are directed to the muster points and report to the building officer.
- Responsible for delivering a customer centered approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.
- Responsible for identifying opportunities that will drive innovation, ensuring new ways of working are embraced by consistently looking at the current way of working to see how this can be improved

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Multi Skilled Operative*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

| | CRITERIA |
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| QUALIFICATIONS | <ul style="list-style-type: none"> Level 2 Diploma or equivalent. |
| EXPERIENCE | <ul style="list-style-type: none"> Proven experience in a similar role, in an office or corporate environment Experience of a one team approach and working collaboratively within a wider team General level of experience in small maintenance jobs |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> Provide excellent customer service skills Excellent interpersonal and communication skills both oral and written. Your health should be appropriate to the needs of the role. Basic knowledge of office equipment operation and maintenance. Ability to prioritise tasks and manage time effectively to meet deadlines. Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability |
| KNOWLEDGE | <ul style="list-style-type: none"> Understanding of H&S requirements Good working knowledge of Microsoft packages |
| KENT VALUES AND CULTURAL ATTRIBUTES | <p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> |