

# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

<b>JOB TITLE:</b>	Health and Safety, Governance, and Training Officer		
<b>GRADE:</b> <b>JOB CODE:</b>	G7 RT367HEALG7 JE checked 27/01/2022	<b>SERVICE AREA:</b>	Soft Facilities Management
<b>REPORTS TO:</b>	Operations Manager	<b>LOCATION:</b>	Blended working to include site visits
<b>SPECIAL CONDITIONS:</b>	<p>Full driving licence is required.</p> <p>It is essential that flexibility is maintained within the team and that support is provided to any part of the unit as and when required, as such the post holder will be required to co-ordinate working arrangements with others to ensure adequate office cover is maintained at all times.</p> <p>Cover will be required between 8.00am and 7.00pm.</p> <p>To communicate verbally with customers and provide advice and/ or information in accurate spoken English.</p>		

*At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:*

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

## **1. Main purpose of the job role:**

- To develop, implement and maintain a departmental training log for each employee/ team identifying both Corporate and departmental training, Health and Safety, Food safety, tool box talks, Statutory training and specific role training.
- Ability to produce training for frontline employees in different formats relevant to the audience both face to face and digital.
- Ability to coach employees on the use of I.T and digitalisation.
- Ensure fire safety is delivered on site to catering employees
- Schedule and deliver all training; new starter, updates, annual and three yearly to each employee.
- Manage and monitor first aiders and associated F.A supplies and equipment with Soft FM.
- Assist the Head Curator with event planning; risk assessments, first aiders etc
- Develop risk assessments in the event of any emergency situation, pandemic etc

- Coach and instruct staff in the carrying out of training duties appropriate to the Integrated Facilities Management service.
- Responsible for networking with other service areas to gain knowledge on available in-house training courses or mandatory items i.e. Human resources, learning and Development and Information Governance Teams. Identify and implement digital ways of delivering training.
- Assist line managers to solve specific training requirements, specialist needs, equality needs.
- Produce training plans for in-house courses for each member of the department.
- Responsible for checking, recording and processing accident forms, generating HSE documentation.
- Responsible for initial and on-going staff training, informing staff of relevant training opportunities and developing core training materials, for staff inductions and required training updates.
- Manage the Handy Person / PAT testing officer ensuring compliance with all statutory duties and Health and Safety obligations.
- Embed departmental procedures across all of Soft FM with regards to the Corporate Emergency Plan.
- To work on own initiative and forward plan the work schedule, to consistently deliver high levels of individual performance, and to be accountable for your work.
- Assist with service improvements within the service or as required within the authority as directed by the Soft Facilities Manager.
- Responsible for the development of policies/procedures relating to Information Governance Standards.
- Promote awareness and training relating to Information Governance.
- Accurately maintain Governance and Council information including legislation, registers and policies procedures and associated documents including those required under legislation.
- Assist with the compliance of Health & Safety policy and procedure, RIDDOR and risk assessments. Ensure investigations are conducted in a timely manner.
- Ensure risk assessments / COSHH data sheets are current and maintained in each contracted premise.
- Ensure that when service developments or modifications are undertaken, a review is undertaken of all aspects of Information Governance arrangements to ensure that they are robust and effective.
- To audit and oversee stock control and stock taking across the Integrated Facilities Management service. File reports with relation to stock taking to the Operations Manager when required and lead on any internal audit investigations if discrepancies have arisen.
- Ensuring all statutory requirements are met.
- Have a clear understanding of e-learning techniques.
- Developing and promoting a policy and performance framework which contributes to the operational functionality of the department.

- Monitoring and reporting on performance and quality issues; ensuring value for money.
- Instrumental in the safe working practices for Corporate landlord with regards to Council Emergency plan or future pandemic.

## **2. Role specific duties and accountabilities:**

### ***Horizon Scanning***

- Develop an innovative, forward thinking Training and Governance service, delivering year on year improvements to requirements; embedding digitalisation and ensuring inclusive training, Health and Safety and Governance for all employees.
- To be responsible for continuous improvement and development of the Council's Soft FM training services to achieve set vision, values and objectives.
- To support corporate objectives and support organisational cultural change.
- To contribute to the Soft FM Emergency plan.

### ***Leading People***

- Promote and embed strong and inspirational leadership by demonstrating the council's values and championing the behaviours in the council's leadership and management competency framework.
- Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.
- Provide leadership and a strong sense of direction and purpose within the teams(s) for which the jobholder is accountable.
- Provide leadership and guidance in line with Walsall Council Emergency plan or pandemic situation.

### ***Managing Resources***

- To ensure expenditure is reported and managed in line with financial regs.

### ***Managing Performance***

- To be responsible for implementing improvements to the training and health and safety delivery model.
- To be accountable for the performance of training delivery relevant to Soft FM.
- To ensure that a system of continuous review and improvement is embedded within the Soft FM training and health and safety delivery so that 'traditional thinking' is challenged and innovation is pursued.
- Ensure that the Soft FM Management manager is regularly briefed on performance, kept informed about progress and given timely advice on policy options and their implementation.
- To operate within the Council's regulations, policies and procedures in respect of all resources.

### ***Managing Self***

- To keep up to date with and disseminate local developments, that are likely to impact the service(s) and to learn from best practice to enhance the knowledge of immediate staff and other managers.
- To hold an up to date knowledge of legislation and best practice affecting Soft FM.
- Network with other professionals in the field.
- Maintain professional qualification/s

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

### **4. Key Stakeholders and reporting lines**

- To advise the soft FM manager on Training, H &S and governance matters associated with Soft FM.
- Support the Soft FM manager in discharging responsibilities within the Council.

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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	I	3
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Excellent knowledge of the day to day working of a Local Authority and any associated legislation specific to IFM services.	A/I	3
Excellent written and verbal communication skills.	A/I	3
Excellent organisational skills.	A/I	3
Excellent IT skills.	I	3
Highly motivated, resourceful and resilient.	A/I	2
Sound knowledge of Governance procedures.	A/I	3
Knowledge of training and development best practice.	A/I	3
Sound knowledge of the Councils responsibilities to statutory compliance.	A/I	3
Knowledge of the legislative requirements of all sections within the Integrated Facilities Management service.	A/I	3
Ability to prioritise own workload, taking personal ownership of queries and problems.	A/I	3
Ability to work on own initiative to tight deadlines, accuracy and the ability to liaise with senior officers on any work issues.	I	3
Ability to manage own performance and development.	I	3
Experience in developing and delivering training to all staff.	A/I	3
A strong understanding of the legislation for Health & Safety in the Workplace and statutory requirements within the Integrated Facilities Management service.	I	3
Flexible approach to work and flexible team player.	I	2
Sound understanding and commitment to customer care.	I	3
Strong commitment to service delivery and customer excellence.	I	3

<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.			
Evidence of continuous professional development (where applicable)			
Experience in a facilities environment		A/I	3
Experience in a training environment		A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
To hold an appropriate NEBOSH professional qualification or working towards		A/I	3
If qualifications are not held a willingness to gain required qualifications within a set timescale.		A/I	3
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post			
<b>Prepared by:</b>	T Jones	<b>Date:</b>	Oct2021