

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Technical Facilities Officer	Grade:	SO2
Reports to Designation:	Front of House Operations Manager	Grade:	PO4
Directorate	Corporate Resources	Division:	Soft Services Front of House

Main Purpose of the job:

To provide expertise in webcasting, conference management and technical facilities across the complex.

To professionally operate, manage and problem-solve the conference management and facilities across the complex, including IT, audio, visual presentation and communication systems within the Civic Suite, Town Hall Chambers and other buildings, acting as expert advisors to the Council in the function and use of these systems.

To carry out a range of duties so as to ensure the efficient and effective functioning of the Civic Suite, Town Hall Chambers, Laurence House and other conference management facilities, activities and events.

To ensure delivery of a range of Civic services and activities taking responsibility for the provision of sound professional standards throughout.

To provide back-up and support for the corporate mail room.

Summary of Responsibilities and Personal Duties:

1. Carry out a range of duties to ensure the effective and efficient functioning of the mail room, Civic Suite, other conference facilities and their associated activities and events.
2. Work within a flexible and rotating shift system, receiving assigned shifts and rotas and liaising with colleagues to ensure at all times that the requirements of service exigencies are provided for and met.
3. Responsible for the effective working of staff shifts and rotas to ensure at all times that the number and timing of shifts and rota's and the staff allocated to them meet the requirements of service exigencies.
4. Responsible for ensuring the efficient and effective set up of Civic Suite and Town Hall Chambers activities and events ensuring that training / meeting rooms, furniture, their supporting systems and associated facilities services are prepared and ready to be used in accordance with the activity/event organisers specified requirements.

5. Responsible for ensuring replenishment of stocks, supplies and equipment for the effective provision of services across the Civic Suite, Mail room and other conference locations including the Town Hall Chambers.
6. Acting as Fire Marshall and first aider, trained in the use of a defibrillator.
7. Ensuring that Civic Suite and Town Hall Chambers activities and events are adequately serviced from commencement to completion of the event, liaising with Civic Suite reception staff, activity/event organisers and relevant managers throughout to ensure that rooms, their supporting systems and associated facilities services are meeting specified requirements at all times.
8. Support were necessary with the efficient and effective provision of mail room services, the Council's mail, correspondence and communication, collection and distribution services.
9. Resolve first line operational problems and staff queries.
10. Ensuring adequate risk assessments are in place for activities and events to maintain health and safety and to reduce potential hazards.
11. Ensure that a high level of customer care is applied in all aspects of service provision reflecting the Council's stated performance objectives, core values and standards in interfacing with senior management, staff, Council members and the general public.
12. Excellent communications and client-facing skills.
13. Excellent ability to understand and anticipate client needs and demands.
14. Excellent knowledge of IT including, Live streaming media, encoders, networks, new media technologies and sound and vision manipulation.
15. Excellent knowledge and thorough understanding of Broadcast/video conferencing/audio conferencing production methods and related equipment is essential.
16. Ability to work alone while proactively troubleshooting on location and remaining calm and professional.
17. Ability to work constructively in a team and support colleagues when required.
18. Strong commitment of demonstrating outstanding client service and motivation to deliver quality productions.
19. Organisational skills to enter and maintain data in web casting systems.
20. Lead and serve as an engineer specialising in audio and video hardware, software, networks, and systems. Test and debug AV hardware and software systems that contain logical and mathematical solutions. Supports activities throughout the lifecycle of the AV system (defining requirements, designing solutions, procurement of equipment, installing systems, operating systems in support of the end user, and high level troubleshooting of any system failures.)
21. Lead the webcasting and web conferencing & VTC operations

22. Act as the main technical expert for all webcasting, web conferencing and VTC operations and maintenance.
23. Lead and advise on webcasting, web conferencing and VTC design, maintain a thorough expertise and understanding of webcasting, web conferencing and VTC devices and their configurations, including but not limited to displays, video cameras, audio equipment, telepresence equipment, and projectors.
24. Advise on technology innovations, security threats, and other industry trends.
25. Carry out the final set up and pre commencement checks of the audio, visual, presentation and communication systems within the Civic Suite and Town Hall Chamber to ensure that they are fully functioning, adjusted and ready to be used prior to all activities and events requiring these systems.
26. Attend, manage and operate the webcasting, web conferencing, VTC devices, audio, visual, presentation and communication systems within the Civic Suite and Town Hall Chambers so that event and activity presenters and participants can efficiently and effectively utilise and benefit from the audio, visual, presentation and communication systems.
27. Provide trouble shooting and problem solving for the webcasting, web conferencing, VTC devices, audio, visual, presentation and communication systems to ensure Civic Suite and Town Hall Chambers events and activities can function efficiently and effectively with minimum disruption resulting from technical problems, human error in operating the systems, external damage occurring to the systems and/or lack of understanding of capability, operation and performance of the systems.
28. Liaise with nominated consultants, contractors and other specialists in those situations where the trouble shooting, fault finding and problem solving of webcasting, web conferencing, VTC devices, audio, visual, presentation and communication systems proves to be of a more complex nature.
29. Responsible for security and maintenance of the webcasting, web conferencing, VTC devices, audio, visual, presentation and communication system within the Civic Suite, Town Hall Chambers also for franking machines in the mail room and scales for weighing large postal items
30. Support the Front of House Operations Manager to ensure compliance with the Health and Safety at Work Act and the Council's Health and Safety Policies in relation to the mail room, the Council's mail, correspondence and communication collection and distribution systems for the Civic Suite and Town Hall Chambers activities and events.
31. Participate with the Front of House Operations Manager to ensure compliance with the Health and Safety at Work Act and the Council's Health and Safety Policies in relation to the conference and meeting rooms in Town Hall Chambers and Civic Suite and to report all identified risk and hazards on complex to the Facilities Management Soft Service Division Service Manager and Front of House Operations Manager.
32. Support the Front of House Operations Manager to collect, record, collate, prepare and report performance data related to the mail room activities, the Council's mail, correspondence and communication collection and distribution systems for the Civic Suite and Town Hall Chambers activities and events.

33. Keep up to date with trends and developments in mail service provision and conference management, maintaining a full understanding of latest techniques and theories, precepts and practices both within own field and related disciplines.
34. Responsible for amending procedures and systems of work in line with the requirements of the service for the mail room.
35. Maintain good working relationships on all aspects of service delivery with colleagues, consultants, property services managers, council wide staff and other contacts both within and outside the organisation, monitoring and reporting progress, briefing senior management as required and maintaining a responsible service on behalf of the Council.
36. Operate and use appropriate technology systems to promote efficient and effective working arrangements and practices.
37. Carry out duties with due regard for the Council's Equal Opportunities Policy and Core Values.
38. Undertake other duties consistent with the scope and functions of the post and attend meetings as may be necessary.

Internal Contacts: This will include staff and management at all levels across all directorates - Councillors and Mayor and the Mayor's Office, Property Services Helpdesk and external partners and contractors such as IT – Shared services: Hornbill, CIS.

External Contacts: This will include the public, consultants, contractors, Trade Union Officials, Emergency Services and other Local Authorities.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Technical Facilities Officer **POST NO:**
DEPARTMENT: Front of House **GRADE:** SO2

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**
Understanding of how equality and diversity relates to this post **S**

Knowledge

Good knowledge and understanding of the mail and conference management systems, services and processes required to facilitate the smooth running and efficient functioning of a large corporate / public sector organisation **S**

Good knowledge and thorough understanding of the principles and techniques required to ensure high quality customer focused support services for large corporate and /or public organisations **S**

Good knowledge of the webcasting, web conferencing, VTC devices, audio, visual and general presentation equipment and systems used in facilitating the range of meetings, conferences and general events associated with the operational activities of large corporate and /or public organisations **S**

Aptitude

An ability to work in a flexible manner within a fast changing, pressurised and high profile environment **S**

Able to deal firmly and diplomatically with a wide range of people and situations associated with the services delivered by a large and complex public service organisation

Ability to act decisively in a professional manner

Ability to relate to and interface with public, staff; outside agencies; executive and senior management

Ability to achieve and exceed performance targets

Skills

Good communication and interpersonal skills

Co-ordinating and delivering high quality customer focused services

Good numerical, written and verbal communication skills

Excellent time management and organisational skills

Excellent ICT skills

S

Experience

Up-to-date experience in the operation and management of the webcasting, web conferencing, VTC devices, audio, visual and general presentation and conference equipment and systems used in facilitating the range of meetings, conferences and general events of large corporate and /or public organisation

S

Experience of providing effective mail room services for a large corporate / public sector organisation

S

Experience of working effectively on rotating shift systems

Sound experience of providing a high level of customer care for a large corporate / public sector organisation

S

Experience of working in fast paced customer service environment

S

Experience working in performance management culture

Experience of managing conflicting priorities

General Education

Good levels of literacy and Numeracy

Personal Qualities

Customer focused

S

Self-motivated

S

Positive attitude towards change

Belief in providing and delivering a proactive, responsive and customer focused service

Circumstances

Must be able to work within a rotating shift system so as to ensure continuity of service provision and to meet the needs of service provision which could include evenings, night time, early mornings and/or weekends

Must be able to work flexibly in order to meet the day to day demands of the service

Must be able to respond to out of hours service demands for the mail and conference management services

Must be able to work at different sites if necessary

Must follow the appropriate dress code

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post