

Reports to: Facilities Supervisor
Hours of work: 07:30 – 16:30 Mon to Fri

Company Background

EPMG Facilities is an award-winning company specialising in the management of soft facilities across a portfolio of prestigious residential and commercial estates. EPMG Facilities is responsible for ensuring all managed sites are immaculately clean (internals & externals) with well-manicured gardens and the management health and safety of all sites, as well as site-based and office-based staff. EPMG Facilities directly employs or manages over 100 employees, with a presence on over c220 sites, making it a pivotal part of the overall Encore Group.

Our vision for the future is for continued growth and development and to be recognised as the best residential soft facilities management company, and we are taking proactive steps to obtain this.

EPMG Facilities is part of the Encore Group and its clients are primarily estates managed by the sister company, Encore Estate Management. Encore operates from 4 offices; Cambridge (HQ), London, Nottingham and Sandhurst, with managed sites across the south of England.

Purpose

This is a specialist role that will be utilised across our portfolio of mobile and site based estates in order to provide and maintain a consistently high level of professional service. In addition this varied role can expect to operate in harmony with the Facilities Supervisor so that our employees are suitably trained, mentored and developed.

Responsibilities / Tasks

Duties include but are not limited to:

Immaculate cleaning and maintenance of communal internal and external areas *“It’s nice to come home to an Encore estate”*

- Grass cutting and edging
- Hedge cutting
- Regular weeding of beds (which will include weed killing)
- Seasonal pruning and dead heading (under instruction if necessary)
- Leaf clearance
- Litter pick site and keep bin stores clean and tidy
- Check and clean communal lights
- Replace communal light bulbs
- Carry out routine emergency light and alarm tests (after training)
- Vacuuming and cleaning of communal areas including polishing/dusting of woodwork and balustrades
- Clean windows and glass where necessary
- Clean door furniture and kick plates
- Check and remove cobwebs on a regular basis
- Pressure wash paths and decking when required
- ‘Response’ any issues related to our estates efficiently to allow quick resolutions to be found to issues

Training and mentoring new and current staff “Our people are our biggest asset”

- Assist with training of any new starter to the business
- Mentoring and training staff who are not hitting our usual high standards to ensure we up-skill them

Stepping up “Developing our staff for a bright future”

- To take on more senior duties across the year with the aim of progressing to Facilities Supervisor when future roles become available
- Covering some of the duties of the Facilities Supervisor when required due to absence or development training
- Report to the Facilities Supervisor and Estate Manager any faults and additional works required to maintain a good state of repair.
- Building relationships with the Estate Management team as our client in a professional and mature way

Qualifications / Experience required

- Experience in cleaning, gardening and minor maintenance, min 3 years
- Good standard of education
- PA1 & PA6 licence preferred but not essential
- Competent in Microsoft Office applications

Skills / Competencies required

Candidate should:

- Be legally able to work in the UK.
- Be of a practical nature with a background in either gardening or maintenance field, such as plumbing, fencing, small works, building or other suitable trade.
- Be fit and able to carry out the duties required.
- Be able to work between Monday and Friday, but to be flexible to work additional hours if necessary or requested.
- Have a full “clean” driving license.
- Have good social skills as they will be dealing with residents on a daily basis. They need to be polite and friendly, but be aware that any problems should be directed to their Line Manager.
- Be punctual and be able to follow a routine, as work rotas are in place to enable them to carry out their duties in a timely fashion.
- Be able to complete standard forms to record events on a regular basis (such as lighting/alarm tests and health & safety documentation).
- Have a positive “can do” attitude to solving problems.