

**FACILITIES OFFICER
JOB SPECIFICATION 2016**

Role: Facilities Officer
Reporting to: HR Manager
Position: Permanent
Location: Tallaght, Dublin 24
Direct Reports: None

Role Purpose:

The Commission for Energy Regulation (CER) is Ireland's independent energy regulator with a wide range of economic, safety and customer protection responsibilities in energy and water.

The CER's current responsibilities include regulating the Irish electricity and natural gas sectors and it is the economic regulator of public water and waste water services in Ireland. The overall aim of the CER is to protect the interests of customers and to maintain the country's security of supply in what is a constantly changing environment. The CER also has an important related function in customer protection by resolving complaints that customers have with energy and water companies. The CER's growing safety responsibilities include safety regulation of electrical contractors, gas and LPG installers and the safe operation of the onshore gas network with a view to protecting life and property. The CER is also the safety regulator of upstream petroleum safety activities including off-shore gas and oil.

The CER is now seeking a facilities officer to join the Commission for Energy Regulation. The primary purpose of the role is to maintain high quality office facilities that provide a safe and comfortable environment for the staff.

Key responsibilities (include but are not limited to)

Facilities Co-ordination:

- Provide a first line contact for the facilities function for all internal and external customers/contractors
- Manage all external providers e.g. security, maintenance provider(s), cleaning, air conditioning etc.
- Ensuring procurement of all relevant goods and services are in compliance with CER's policies and the Office of Government Procurement to ensure the procuring of services and utilities are in line with public procurement requirements.
- Co-ordination of all premises work, and engage the necessary service providers, to include planned and responsive maintenance, refurbishment, redecoration, office moves, and the provision of furniture and office equipment
- Manage key and lock changes to offices, including ordering of supplies
- Responsible for security matters including alarms, access controls systems, CCTV

- Operate and manage energy and waste management processes and contract
- Respond effectively to all telephone queries and complaints, using effective listening, questioning and problem-solving skills
- Carry out daily walk rounds, ensuring the building fabric is in good order, noting any defects and raising with HR Manager. Coordinate follow up on action items
- Monitor the active jobs logged
- Recommend to the HR Manager improvements that could be made to the cleaning, facilities and security services
- Review and make recommendations to maintain building integrity, maintaining accurate records as required
- Liaise with building contractors to follow through on approved work
- Assist the HR Manager to ensure that the CER complies with all statutory regulations and codes of practice; liaise with local authority, Management Company, other tenants in the building, contractors etc.
- Assist in the compliance of existing Health and Safety policy, safe working practices and CER best practice, liaising closely with the HR Manager
- Attend regular meetings with suppliers and note follow up actions as required
- Order and manage all signage and business card requests for the building
- Provide general assistance on all related facilities functions in the CER as and when required
- Occasional attendance outside normal working hours may be required

Administration:

- Operate and maintain an effective filing system for the facilities function.
- Record and monitor all costs and expenses for the facilities budget in conjunction with the HR Manager
- Create purchase orders, manage invoices, and produce reports as requested
- Obtain monthly reports from various suppliers outlining the service used or provided
- Follow up on instructions to raise capital expenditure
- Follow through any changes to the disaster recovery/business continuity plan
- Ensure building plans are kept up to date
- Assist with preparing and tendering contracts ensuring commercial competitiveness.
- Work as part of the energy efficiency team
- Record and monitor metering readings on a weekly basis

ICT Administration:

- Responsible for the management of the door access control system, including programming of swipe cards/fobs, maintenance of staff access levels
- Management of the HVAC (heating/air conditioning) system including adjustment of controls and running reports
- Assist in PC/desk moves by setting up PC, minor cabling and relocating PCs and phones

Please note that the above list is not exhaustive and the HR Manager will assign other duties as appropriate to the role. The above list of key responsibilities is a basic guide to the scope of the position. It is subject to ongoing review and will develop and change in line with the constantly evolving practices and procedures in the CER.

Desirable Knowledge, Skills and Experience:

Facilities co-ordination

- Sufficient experience of providing a facilities or maintenance service in a busy organisation
- Some experience of working with contractors and suppliers and monitoring of service standards
- Understanding of compliance requirements and working with service level agreements
- Proven experience of delivering excellent customer care and service in a large organisation
- Experience of complaints handling and follow up procedures
- Enthusiasm and commitment to learn about and get involved in the facilities function's activities
- Highly organised, resilient and capable of working with minimal supervision

Administration

- Relevant experience of working in a comparable administrative office based role
- IT literate and proficient in MS Office
- Ability to prioritise workload, to work under pressure with a high level of organisational proficiency and initiative
- Strong computer skills with competency in Microsoft Office and database packages
- Good attention to detail and ability to follow procedures
- Good numeracy skills, ability to process invoices accurately and efficiently

Communication Skills

- The ability to deal tactfully, calmly and effectively with a wide range of people from within and outside the organisation
- Customer care in dealing with irate individuals with tact and diplomacy, using effective complaints handling skills
- Strong command of written and spoken English
- Excellent telephone manner, common sense and the ability to communicate effectively at all levels
- Ability to write clear, informative, customer focussed letters in a style appropriate to the reader
- Ability to work effectively as part of a team

This job description reflects the current situation. It does not preclude change or development that might be required in the future.

The Package

We are offering a highly attractive package:

- Competitive starting salary of €27,831 (Salary scale: €27,831 - €47,975)

Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Candidates should also note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

- Pension scheme
- Increments may be awarded annually subject to satisfactory performance
- Access to Cycle to Work Scheme
- 23 days annual leave rising to 24 after 5 years' service and 25 after 10 years' service
- 9 days bank / public holiday
- Flexibility on working hours
- Tax free bus / Luas to assist with travel costs to and from work
- Access to Employee Assistance Programme
- Opportunity for further education

Application Process

A C.V. and cover letter should be sent (preferably by email) to the CER's HR Manager, Yvonne Fisher, at the address below no later than 5p.m. on Monday, 1st August 2016

HR Manager
Commission for Energy Regulation,
The Exchange,
Belgard Square North,
Tallaght,
Dublin 24.

Tel: +353 1 4000800
Fax: +353 1 4000850
Email: hrdepartment@cer.ie

Please note: Interview date is Thursday, 4th August 2016.

Short listed candidates will be invited to attend for interview and may be asked to make a short presentation on a brief that will be forwarded. A two-stage interview process may be applied.