

# It starts with community

The National Lottery Fund  
Role Profile



## Facilities Officer

**Directorate:** Finance & Resources

**Department:** Facilities

**Role/Competency level:** Level 2

**Reports to:** Facilities Manager



# Role Profile: Facilities Officer

## Role purpose

In this particular role, you'll be responsible for looking after the day to day running of our offices, including maintenance, visitor, housekeeping, hospitality, and meeting services. You'll do this through developing and maintaining strong relationships with colleagues and proactively seeking opportunities for feedback to improve services.

The role will be mainly based in one office location, although on occasion you will be required to support other sites.

You will engage with internal and external stakeholders regularly and will deputise for the Facilities Manager when required.



# Role Profile: Facilities Officer

## Key responsibilities

- Maintenance
- Housekeeping
- Hospitality
- Meeting services
- Dealing with office visitors



# Role Profile: Facilities Officer

## Knowledge, skills and experience

- Significant practical experience of dealing with the day-to-day issues surrounding building management
- Experience of working in a multi-site organisation, and developing strong working relationships with colleagues
- Experience of proactively identifying and implementing improvements
- Relevant health and safety and facilities management qualifications
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required



# Role Profile: Facilities Officer

## Role competencies: Level 2

- **Strategic direction**  
Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.
- **Leading our culture**  
Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.
- **Working together**  
Considers team as well as individual success and adjusts working style and practices to achieve results.
- **Delivering quality results**  
Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.
- **Diligence and control**  
Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.
- **Developing self and other**  
Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

## Our Values



### We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



### We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



### We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



### We are adaptable

We welcome and embrace new ideas and ways of working.



### We are compassionate

We work with care consideration and humility.