**Facilities Officer Job Description**

**Accountable to:** HR Manager

**Job Purpose**

* The role is to deliver and support the facilities for all National Office staff, the wider organisation and visitors to Walnut Tree Walk.
* To be the central co-ordination point for all property and meeting related queries
* To provide a broad range of facilities management and office services.
* A proactive approach to problem solving, working on own initiative to provide quality services and facilities.

**Key Accountabilities/Tasks**

* Develop, implement and manage administrative systems, such as record management, key register (key safe), fire wardens, first aiders and office facilities adapted to suit agile working.
* General administrative support including management of National Office expenditure, budget management and related contracts.
* Main point of contact for National Office property related queries and management of day to day running of the office, ensuring all office supplies and facilities are in place.
* Management of 3rd party services to ensure maintenance and servicing of Walnut Tree Walk. This includes managing relationship with the cleaning company, the maintenance company, milk delivery, ordering of toners and recycling etc.
* Responsible for overall plan for the internal and external maintenance of the Together National Office.
* Ensure fire alarm and emergency alarms are in working order and test them frequently as required.
* Ensure all office equipment is in working order, liaising with internal teams (IT) and 3rd party suppliers for the servicing and repairs of office equipment.
* Undertake couriering and archiving for the whole organisation.
* Ensure the timings for the closing and opening of the gates at Walnut Tree Walk are maintained and updated in case of public holidays.
* The main contact point for the Head Office meeting rooms including all facilities
  + monitor and manage the office meeting rooms and facilities
  + check the daily bookings, update meeting schedule
  + meeting room setup – folding doors, meeting tables and chairs and assistance with equipment as required
  + ordering of catering where applicable
  + manage meeting rooms and resolve any clashes
* Review and update health and safety policies for the Head Office building.
* Support the HR Manager in managing staffing needs in respect to agile working and space planning - new starters, locker allocation, building security pass and day one pack.

**Confidentiality**

Information relating to staff must be treated in the strictest confidence and discussed only with senior staff or line manager

**Equal opportunities statement**

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

**Facilities Officer**

**Person Specification**

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| **Abilities** | |
| High level of written and oral communication skills with a proven ability to write letters and other documents. Good customer service skills | Essential |
| Ability to identify and progress work priorities, including working with conflicting priorities and organising workload to achieve and maintain an acceptable level of service delivery | Essential |
| Ability to work as a team member, including being flexible and supportive of other team members | Essential |
| Sufficiently numerate to calculate payments, produce statistical information | Essential |
| Ability to provide accurate and detailed work | Essential |
| **Other requirements relevant to the post** | |
| Flexibility to respond to changing priorities and undertake a varied range of general administrative/service duties | Essential |
| Understands the importance of and shows willingness to carry out minor tasks which are vital to the smooth operation of the organisation | Essential |
| To have an understanding of and be able to apply Together’s Equal Opportunities and Health and Safety policies | Essential |
| **Education and experience** | |
| Experience of working in an administrative capacity | Essential |
| Good working knowledge of using MS Office to a competent level within an office environment, especially MS Word, Excel and Outlook | Essential |
| Committed to providing high standards of quality and customer care | Essential |
| Experience of working in Facilities | Desirable |