

Role Description

Role title	Facilities Management Administrative Assistant
Directorate	Regulatory and Operations
Reporting to	Facilities Management Supervisor
Grade	BAC15
Evaluation ref	SCG1383
Role Purpose This is a administrative role within the Facilities Management team supporting the whole function in the delivery of Corporate Landlord function and Health and safety compliance checking across multiple sites (currently in excess of 140 buildings).	
Key results area	Accountability
Corporate Responsibilities	<ul style="list-style-type: none"> Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.
Customer Service	Provides the front facing (face to face, telephone or email) customer service on behalf of the FM function, deals with staff queries at all levels (up to and including Chief Executive, Directors and Councillors as necessary) on any building issue or problem using acquired knowledge and initiative to provide information to customers. Deals with external partner organisations/tenants who co-locate in buildings as well as the public. Supports services in managing security breaches in the building until the police arrive.
Complex Problem Solving	Deals with general administrative work which requires a good working knowledge of Microsoft Outlook, Word and Excel to produce documents, correspondence or prepare material for presentation or circulation as required by the service. Manages group mailboxes. Interrogates the Security Access Control systems and runs management reports.



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Service Requests	Deals with requests for FM service through HALO, actions and closes jobs with updates to customers. Refers jobs which cannot be undertaken by FM to Property Team by creating a new Helpdesk job on Civica or via telephone for urgent items
Record Keeping	Maintains and updates records to ensure statutory compliance. Enters compliance data on systems such as Civica and B-Safe. Updates inventories of furniture and equipment as required. Updates and maintains other computerised record systems to input, extract and amend data and information.
Health and Safety	Identifies and appropriately addresses Health and Safety issues discovered on site. Identifies severity of issues and appropriately rectifying, reporting and escalating issues found.
Security System	Creates staff Security/Access Control swipe cards on system with photo and access levels depending upon job role. Runs reports and oversees the use of the system, barring access as required. Undertakes physical building inductions for new users at all sites. Ensures that staff requesting access to a site have undertaken a building induction. Removes staff leavers from the system.
Financial Management	Raises Purchase Orders, GRN goods, delivery notes and passing invoices/credit notes for payment, ensuring correct cost codes and nominals are used. Raises invoices for services used.
Contractor Management	Responsible for signing in contractors, issuing passes and ensuring that RAMS are in place before works commences. Communicates to staff on site as appropriate regarding the works. . Signing off job sheets for completed work.
Central Internal Support function	Deals with staff queries in relation to stationery requests, DSE/homeworking requests, meeting room bookings, desk allocation and bookings, corporate refreshments, open and distribution of post as required, collection and delivery to the mailroom as required. Visitor car parking arrangements as required.
Area Cover	May be deployed to other facilities management work bases across the County to provide cover for holiday, sickness and training.
Dimensions of role	
The Facilities Management team has responsibility for over 140 corporate and commercial multi let buildings as well as providing quality assurance and support to service managed sites such as Leaving care establishment, H2I homes and educational residential buildings.	



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This administrative role provides direct support to Facilities Officers, Supervisors and Technical/Professional Managers within the Team

The role needs to be familiar with multiple buildings including access arrangements, tenants, the type of service being provided, testing procedures and times. These buildings vary in size and complexity from multi let HQ sites to libraries, family centres, family time centres, registration offices, depots, crematoriums, pavilions, small offices etc.

Work is day to day and reactionary by nature but manages own workload, to make best use of time. Regular interaction with staff, contractors, and elected members and external agencies to pass and receive information. Daily contact with manager, supervisor. Regular contact with other service areas within the council.

This role does not have any budgetary responsibility and does not manage any staff.

Qualification/ Knowledge / skills / experience

Qualification

Essential

- Good GCSE Grades (A-C) in Maths and English
- Current driving licence (Car)

Desirable

- Certificate NVQ2/3 in Administration

Knowledge

Essential

- Competent in the use of MS Office
- Relevant IT skills to enable effective input, manipulation, retrieval and presentation of data and information
- Articulate – ability to communicate clearly
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

Desirable

- Data input experience

Skills

Essential

- Numerate
- Good interpersonal skills
- Flexible and adaptable
- Commitment and enthusiasm
- Self-motivated and self-aware
- High level of accuracy and attention to detail
- Ability to work independently as well as team player



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| <ul style="list-style-type: none">• Confidentiality, tact and diplomacy• Flexibility to travel to other offices with short notice |
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Notes	
Working conditions:	<p>The role must be a trained First Aider and Fire Warden.</p> <p>Generally office based at HQ sites but may be required to travel and work from other sites.</p>
Working arrangements:	<p>May need to ensure sufficient office cover during the hours of 8.30 am until 5pm Monday to Friday.</p>