

Job Description and Person Specification



Job Title:	Facilities Administrator
Place of work:	Brasted
Hours of Work:	37hrs
Salary point:	Grade C, Zone 2
Starting Salary:	£18355 - £24833 according to experience
Level of DBS Disclosure required	DBS not required

Job Summary

- To assist the Facilities Management Department in the administration of the Brasted Office and all items facilities related. Providing support for core facilities contracts, having a proactive approach with the ability to be 'hands on'.
- To be the first point of contact and support for all services for facilities queries.
- A strong focus on providing excellent customer service and must have the confidence to liaise with services and managers at all levels. With the ability to work as part of a small team and competent to work as an individual.

Organisational Relationships

- To be accountable to the Facilities Manager
- To liaise with managers and staff using the Brasted office
- To provide first line support to staff using national contract equipment or facilities issued items

Main Duties

Reception

- Welcoming visitors, answering telephone, dealing with incoming & outgoing post, liaising with contractors

Administrative support

- Assist the Facilities Manager in the tendering of services and products and the subsequent monitoring and administration
- Maintain a number of Facilities databases and spreadsheets
- Liaise with suppliers and build strong relationships
- To ensure central contracts - including mobile phones and utilities are properly administered, among others
- To act as a first point of contact for the Facilities help desk
- Set up and issue of Mobile phones and Data equipment
- Produce and issue of ID Cards
- To work with the Facilities Manager to ensure Brasted is a safe and pleasant working environment for staff

- Conduct weekly fire alarm checks and an annual fire drill along with other H&S duties
- On a day to day basis, ensuring the smooth running of the office (list not exhaustive):
 - Ordering relevant supplies
 - Efficiency of cleaning
 - Staff refreshments
 - Kitchen environment
 - Office environment
 - Washroom environment
 - Photocopiers
 - Postage systems – incoming and outgoing
 - Stationery
 - Archiving
 - Stationery cupboard
 - Local Health and Safety issues
 - Contractor management for minor repairs/issues

Other

- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
 - Comply with Health and Safety policies and procedures
 - Ensure the implementation of Catch22's policies and procedures
 - Carry out such other relevant duties as may be required and are commensurate with the nature and grading of the post.
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Facilities Administrator – Person specification

CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED (A, I, E)*
Experience	<ul style="list-style-type: none"> Experience of working in a busy office 		A, I
Knowledge	<ul style="list-style-type: none"> Understanding of what Facilities management is Basic understanding of Health and Safety practice and legislation Understanding of and willingness to promote excellent customer service 		A, I A, I A, I
Skills/ Abilities	<ul style="list-style-type: none"> Proficient in the use of Microsoft Word and Excel Good telephone manner and confidence in speaking on the telephone. Ability to work on own initiative Effective communication skills Good at problem solving Ability to multi task Excellent organisational skills Ability to manipulate financial data Understanding of Mobile phone functions 		A, I A, I A, I A, I A, I A, I A, I
Equal Opportunities	<ul style="list-style-type: none"> Awareness of Equality & Diversity 		I
Other	<ul style="list-style-type: none"> Awareness of Health & Safety practice Willing to undertake required training 		I I A

Key: A – Application Form I – Interview E – Practical Exercises