

JOB DESCRIPTION

Job Title	Facilities Coordinator
Reports to	Facilities Manager
Job Purpose	To provide facilities support to Head Office and other Company offices

Key Responsibilities:

Area	Objective	Measure/Target
IT/Mobile Phones	Manage the IT asset register	<ul style="list-style-type: none"> Tag and assign new hardware/software licences to staff. Register kept up to date
	Order new starter equipment and issue new starter form to PM to set up an account. Issue laptop and mobile phone forms	<ul style="list-style-type: none"> Equipment is ordered efficiently and is available when new starter commences employment. Warranties are logged Forms completed and returned to HR team for filing within 2 weeks.
	Action staff requests for new software/hardware and mobile phones and deal with any issues arising with equipment Approve helpdesk requests such as VPN, software, file sharing to other staff, additional email address.	<ul style="list-style-type: none"> Requests only actioned with Managing Director Approval Action taken within agreed timescales Warranty claims are logged and actioned within 48 hours of notification
	Liaise with staff to arrange swap out of machines	<ul style="list-style-type: none"> Machine swaps are undertaken with as little downtime to staff as possible
	Monitor IT hardware/software and mobile phone expenditure	<ul style="list-style-type: none"> Monthly report provided to Assistant Procurement Manager
	Procure IT hardware and software by speaking with suppliers, obtaining quotations and raising COINS orders.	<ul style="list-style-type: none"> Purchase orders are raised as required Accounts with hardware/software suppliers are set up as required.
	Monitor IT/Mobile stock levels	<ul style="list-style-type: none"> Agreed stock levels are maintained
	Notify HR when changes to the IT, Mobile Device and Internet Usage Policy are required.	<ul style="list-style-type: none"> Changes to policy are discussed with HR
Facilities Management	Log building maintenance requests and arrange repairs etc. in absence of the Facilities Manager.	<ul style="list-style-type: none"> Call outs are managed effectively and efficiently
	Communicate building and IT/Server/Printer issues to Head Office staff and liaise with relevant suppliers to ensure issues are resolved as quickly as possible.	<ul style="list-style-type: none"> Information is sent to relevant staff as soon as issue is raised Staff are kept up to date with progress of ongoing issues
	Manage the Facilities Management in-box and take appropriate action.	<ul style="list-style-type: none"> The e-mail inbox is reviewed regularly and the appropriate action taken and responses provided.

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	Undertake weekly fire alarm test at Head Office.	<ul style="list-style-type: none"> Weekly fire alarm test is undertaken and any issues identified are resolved quickly.
	Organise Head Office social events as required and publicise them to staff.	<ul style="list-style-type: none"> Events are well organised and managed.
	To issue and monitor the use of security passes.	<ul style="list-style-type: none"> Appropriate security passes are issued to appropriate staff and visitors.
	To coordinate parking at the Head Office building.	<ul style="list-style-type: none"> Parking is well coordinated.
	Maintain noticeboards within office spaces	<ul style="list-style-type: none"> Noticeboards are kept tidy and contain up to date information.
	As required, support the Facilities Manager by responding to call outs by police and alarm company during closure periods including nights and weekends.	<ul style="list-style-type: none"> Call outs managed effectively and efficiently.
	To be the main point of contact for all facilities issues in the absence of the Facilities Manager.	<ul style="list-style-type: none"> Issues arising are managed well and in a calm, professional manner
Administration	Provide administration support to Head Office staff and cover reception desk as required.	<ul style="list-style-type: none"> High level of support provided Positive feedback from Head Office staff
	Answer switchboard calls when the receptionist and office administrator are not available.	<ul style="list-style-type: none"> Telephone calls are answered professionally and politely. Messages are clear and passed on to the appropriate person swiftly.
	Manage the email in-box when required.	<ul style="list-style-type: none"> The e-mail inbox is reviewed at least on a twice daily basis (morning and afternoon) and e-mails are responded to or re-directed to the appropriate person within the company.
	Review stationery supplies and notify the receptionist when stock needs replenishing.	<ul style="list-style-type: none"> Adequate stationery stocks are maintained.
Finance	Prepare purchase orders on COINS Match invoices against correct PO	<ul style="list-style-type: none"> Accurate and in a timely manner Invoices and purchase order are matched correctly in a timely manner
Health and Safety/Professional Knowledge	Maintain personal health and safety whilst at work by following company guidance.	<ul style="list-style-type: none"> No accidents/incidents reported
	Attend health and safety training as needed and maintain the minimum level of qualification the position requires.	<ul style="list-style-type: none"> Qualifications are relevant and always up to date
	Maintain continuous professional development to ensure appropriate technical awareness.	<ul style="list-style-type: none"> Professional knowledge is up to date

This job description is not intended to be exhaustive and other duties may be required from time to time.

Essential Experience, Skills and Qualifications:

Experience	Skills and Qualifications
<ul style="list-style-type: none">• At least 12 months experience of working in a facilities management support role.	<ul style="list-style-type: none">• Excellent verbal and written communication skills with a helpful, polite and professional manner• IT literate and able to use all Microsoft Office packages (Outlook, Word, Excel, PowerPoint)• Uses initiative to resolve issues• Excellent organisational skills• Able to prioritise workload in a constantly changing environment• Able to manage upwards

Personal Qualities

- Attention to detail.
- Motivated and committed to deliver to a high standard
- Comfortable working both individually and as part of a team
- Patient and remains calm in difficult situations
- Has a 'can do' attitude