

Job Description and Person Specification

Job Title	Facilities Administrator
Job Grade	This post is graded at Grade 3
Reports to	Fleet and Facilities Manager
Direct Reports	N/A
Other Resources	N/A
Role Purpose	<p>To provide administrative support to the Fleet and Facilities Team</p> <p>To provide a main reception service and an advisory service to visitors (both face to face and over the phone); resolving complex and contentious situations, where resolutions are not always straightforward and guidance is not always available. This occurs on a regular basis.</p>
Key Accountabilities	<p>To meet and greet internal and external visitors and direct them as appropriate, professionally and courteously, ensuring adherence to procedures and Health & Safety requirements.</p> <p>To manage telephone calls from internal and external customers, transferring where relevant.</p> <p>To provide administrative and clerical support to the Fleet and Facilities Team</p> <p>To develop and maintain computerised and manual office systems ensuring effective monitoring, updating current information (e.g. MOT, vehicle log sheets, insurance accidents) To report procedural non-conformance and solve problems creatively when guidance is not always available</p> <p>To issue ID badges, activating them as appropriate whilst maintaining access control/security, including de-activation of leavers and liaising directly with other NCH ID control managed buildings</p> <p>To be an appointed fire marshal, to undertake the fire alarm tests on a weekly basis, ensuring monitoring is kept up to date. To be a point of contact for the fire manager when the building has been evacuated and acting as deputy for Facilities Manager to control fire panel.</p>

	<p>To keep building keys secure and monitor temporary allocation to colleagues</p> <p>To support contractors when carrying out building services, including maintenance</p> <p>To monitor car parking permits and vehicle movements within workplaces using ANPR system</p> <p>To support the Facilities Coordinators in undertaking internal and external mail management</p> <p>To monitor and manage meeting room diaries including providing refreshments when requested</p> <p>To maintain a small level of petty cash provided by vending machine supplier and when waste products are purchased for re-use</p> <p>To place orders for required equipment and consumables</p>
--	---

Created.....

Signed and agreed by the post holder..... date.....

PERSON SPECIFICATION – Facilities Administrator

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Knowledge and experience of facilities management functions • Experience of working within a customer facing environment • Knowledge and understanding of working within financial regulations; data protection; freedom of information and waste management • Proficient in the use of Microsoft office applications (outlook; excel and word) • Able to demonstrate an awareness and understanding of equality issues. 	<p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>
Skills & Abilities	
<ul style="list-style-type: none"> • Able to read and understand instructions and follow company procedures • Good interpersonal skills and a proven ability to communicate effectively at all levels • Ability to work without direct supervision dealing with difficult situations in a calm and effective manner; be well organised and prioritise own workload • Able to develop and present written information in a clear and concise manner • Ability to demonstrate skills to have input into continuous improvement 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
Qualifications	
<ul style="list-style-type: none"> • Be willing to undertake a qualification/online training course for basic Health and Safety • Be willing to undertake a qualification meaning the post holder would be a qualified Fire warden 	<p>E</p> <p>E</p>
Behaviours	
<ul style="list-style-type: none"> • Be self-motivated • Ability to work effectively as part of a team • Well organised and methodical approach to completing tasks • Customer focus on reaching resolutions to issues • Ability to work with minimal supervision 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

Author.....

Date.....