

ROLE PROFILE

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| Role Title: | Facilities Co-ordinator |
| Department: | Facilities |
| Role Purpose: | <p>To provide administrative and budgetary support to the facilities management service provided to Midland Heart's offices and to assist in the management of a range of organisational wide services.</p> <p>You will work as a member of a team ensuring it provides a quality facilities service to Midland Heart's customers.</p> <p>Your main duties will be to support the Touchdown and commercial units, however you will be required to support the Facilities Operations Officer in the day to day running of the Bath Row office.</p> <p>You will also work closely with the wider Facilities team undertaking a variety of administrative tasks to ensure the efficient operation of the sites and services.</p> |
| Reporting to: | Senior Facilities Manager |
| Responsible for: | None |
| Disclosure level: | N/A |
| Role Level: | <u>Frontline Worker</u> |

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| Key Role Responsibilities | <p>Service Delivery</p> <ol style="list-style-type: none"> 1. To assist in the management of the archiving system and database for the business including contractor liaison, maintenance of records, answering queries and ordering works. 2. To manage the vehicle fleet for the organisation. 3. To manage the collection of driver information from staff ensuring compliance with all legislation relating to vehicles. 4. To manage the pool car and Facilities vehicles. 5. To assist in the development and maintenance of Facilities Management procedures, guidance and customer communications. 6. To work closely with other members of the Facilities team providing administrative support, ensuring a confidential high quality service. 7. To manage the Facilities intranet. |
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| | <ol style="list-style-type: none"> 8. To undertake updates in relation to the management of commercial properties on the Northgate system. 9. To Monitor activity on Commercial Units to minimise Voids and Arrears and highlighting areas of concern to the Senior FM and Commercial Agents. 10. To assist in the maintenance of the Business Continuity plans for all Midland Heart offices, including touchdown points. . 11. To assist in the maintenance of the H&S management system for Facilities Management. 12. To maintain the BT Asset List and liaise with BT/Finance for payment of the BT One bill. 13. To provide support in dealing with non-digital systems across offices and schemes. 14. To liaise with departments to ensure printing material stocks are ordered, maintained and updated as necessary. 15. To order consumables, stationery and printed materials liaising with departments to ensure minimal stocks of material/items are maintenance and available. 16. To develop an understanding of the CCTV system and be able to view and download images as required. 17. To develop a good working knowledge of the Service Manager service desk, assisting in its management and delegation of works. 18. To assist with the opening, delivery, collection, franking and mailing of post. 19. To be a member of the Emergency Response team including: acting as a Fire Marshal in the event of building evacuations 20. To be one of a number of qualified First Aiders in the building and provide first aid to any casualty or person suffering from illness. 21. To assist in the day, to day operations as required. <p>Finance</p> <ol style="list-style-type: none"> 1. To carry out budget monitoring, resolution of budgetary issues, recharging costs to individual departments and liaison with the Finance department, with a particular focus on Touchdown and commercial unit budgets. 2. To maintain eBis system and to take request for items, raise works orders, chase orders, process invoices, to recharge |
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| | <p>costs to individual departments as required. To maintain records and databases.</p> <p>General</p> <ol style="list-style-type: none"> 1. To take responsibility for personal development to ensure you have the required skills, knowledge and competence to fulfil the role. 2. To encourage and promote the values of Midland Heart and comply with the required standards of conduct. 3. To actively promote that Midland Heart values its commitment to equality and diversity. 4. To meet the Health & Safety responsibilities appropriate to the job band ensuring safe working practises are carried out at all times and work in accordance with Health and Safety policy, procedure and legislation. 5. Undertaking other duties commensurate with the grading of the post as may be required from time to time. 6. Contribute to the training and development of other staff. |
| Education, Qualifications and Training | <p>Education & training</p> <ol style="list-style-type: none"> 1. Good literacy and numeracy skills 2. Be willing to obtain a first aid qualification. 3. Be willing to develop job related skills |
| Knowledge and Experience | <p>Experience</p> <ol style="list-style-type: none"> 1. Previous experience of working in a facilities environment. 2. Previous experience of budgetary management. 3. Previous experience of administering a wide range of facilities services. <p>Knowledge</p> <ol style="list-style-type: none"> 1. An understanding of the Facilities Management function. 2. Good Awareness of health and safety working practices. |

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| Role Specific Skills & Behaviours | <p>Skills</p> <ol style="list-style-type: none"> 1. IT skills including excel, word and powerpoint and the ability to use other specialist software related to the facilities service. 2. Good communication skills including written and oral. 3. Be able to prioritise requests from a variety of sources. 4. Problem solving skills and ability to work under pressure and maintain customer focus. 5. Have good customer skills including on the telephone, email and face to face. <p>Behaviours</p> <ol style="list-style-type: none"> 1. Customer focused - always assessing the impact and benefits for customers as the first priority 2. Be able to work flexibly both as a member of the team and on your own initiative 3. Able to work co-operatively and productively with customers, other teams, functions and suppliers earning their respect and confidence 4. Understanding of and commitment to the principles of equality and diversity. 5. Eager to develop and learn new skills. |
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