

# Job Title: Facilities Assistant



## Role Overview

Ensures that all staff and visitors attending Youggle House feel welcomed, looked after and have access to everything they need to enjoy and make the most of their visit.

The role is very much a customer facing one which requires the incumbent to have a willing and helpful demeanour and to be driven by a desire to deliver the highest quality Facilities Management service to all building users.

The role also provides administrative support to the Facilities team and is essential to the continued smooth operation of Youggle House and also a wider network of localised Hubs, used by YHG staff for printing and welfare purposes.

## RESPONSIBILITIES

- Provide front of house reception duties including welcoming all building users in a courteous and professional manner, ensuring they sign both in and out of the building and are made aware of essential building safety information including the fire evacuation procedure.
- Welcome YHG customers and having ascertained the reason for their visit to then ensure they are attended to in a timely manner by the relevant Tenancy Support team.
- Sort, scan and email all incoming mail to YHG staff within agreed timescales
- Record incoming carrier /courier deliveries and prompt staff to collect in a timely manner.
- Ensure all outgoing post, including recorded and special delivery items, are franked and ready for Royal Mail to collect daily.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Print and post letters / mailshots sent to the Facilities team inbox by YHG staff working remotely or from home.
- Take receipt of company vehicles or off-hire vehicles as requested by YHG's Fleet Manager and to store / issue vehicle keys as required.
- Prepare meeting rooms in advance of meeting start times; including refreshments for Board, Executive Leadership Team and Senior Leadership Team meetings.
- Maintain adequate stationery, print, cleaning, hygiene and refreshment stocks; ensuring electronic purchase orders are raised, approved and goods receipted in accordance with the Group's payment terms and Operational Standing Orders (OSO's).
- Monitor 3<sup>rd</sup> party contractors to ensure safe systems of work are being adhered to and to immediately report any concerns to the Facilities Manager or other Senior Manager in his / her absence.
- Undertake and record essential building compliance tests including, but not limited to, the fire alarm, emergency lighting system, the passenger lift, safe refuge point communications and water outlet flushing.
- Provide other administrative support to the Facilities Team as required.
- After training to undertake Fire Marshal and First Aider roles and associated responsibilities.
- Undertake additional duties appropriate to the role and / or grade.

## STRENGTHS

- Strong team player who is also self-motivated and able to meet deadlines
- Excellent communication and organisational skills with a strong customer focus
- Clear and articulate communication skills, both written & verbal. Will have ability to liaise with staff at all levels
- Excellent IT skills with proficiency in Microsoft Office
- Ability to work flexibly and adapt to changing priorities
- Ability to take charge of emergency situations if required

## ESSENTIAL REQUIREMENTS

- ✓ Previous reception and / or customer service experience
- ✓ Willingness to occasionally work different shift patterns when required
- ✓ Willingness to train as a First Aider and Fire Marshal
- ✓ Excellent administrative skills including use of Microsoft Excel, Outlook and Word
- ✓ GCSE Maths and English (or equivalent to Level 4)

## BENEFICIAL TO THE ROLE

- ✓ Eg Full UK Driving License
- ✓ Previous Facilities Management experience
- ✓ Use of own vehicle
- ✓ Basic knowledge of legal and statutory Health and Safety requirements

## Our values

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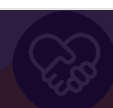


**Honest  
& Reliable**

We are authentic,  
open and dependable;  
and we do what we  
say we will.



**Caring**



**Respectful  
& Fair**

