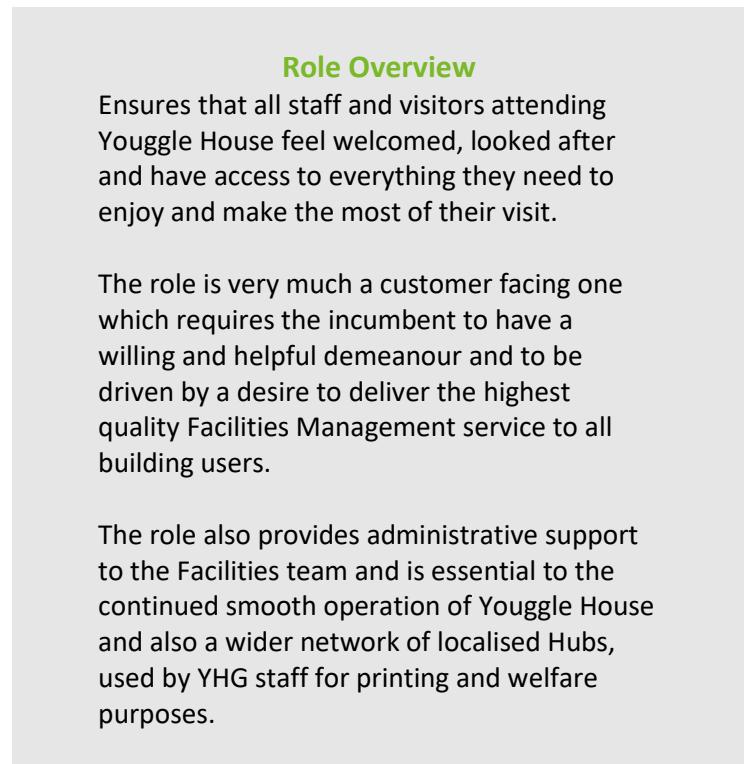


ROLE PROFILE

Job Title: Facilities Assistant



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



- 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 3rd 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

 yourhousinggroup.co.uk

 [your-housing-group](https://www.linkedin.com/company/your-housing-group/)

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Honest & Reliable

We are authentic, open and dependable;

and we do what we say.



Caring



Living Wage Employer



Respectful & Fair



Creating more places to live, work and be recognised as a sector leading landlord