

## ROLE PROFILE

# Facilities Assistant

**Grade**

**H**

**Contract Type**

**Fixed Location**

**Senior Group Facilities Manager**



**Regional Facilities Manager**



**Facilities Assistant**



**No Direct Reports**

**Department**

**Asset**

**Management**



**Facilities**

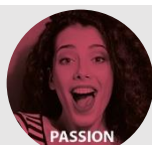
## Role Overview

**Maintain an efficient, effective and professional building service for all staff and visitors working at or attending Youggle House.**

## RESPONSIBILITIES

- Provide normal Reception duties - welcoming all building users in a professional manner, ensuring that all external visitors are made aware of essential emergency procedure information and sign in upon arrival, and sign out upon departure.
- Sort, electronically scan and distribute all incoming mail efficiently and within agreed timescales.
- Record incoming carrier / courier deliveries, ensuring collection from the Post Room.
- Ensure all outgoing post received by 3.30pm is franked and ready for Royal Mail to collect; process and record details of all recorded and special delivery items.
- Maintain adequate stationery, print, cleaning, hygiene and refreshment stocks; ensuring Purchase Orders are raised, approved and goods receipted, in accordance with the Group's payment terms and Operational Standing Orders (OSO's).
- Prepare all meeting rooms in advance of the booked start time; prepare refreshments for Board and Executive Leadership Team / Senior Leadership Team meetings.
- Ensure the highest standards of housekeeping and cleanliness are maintained throughout the building.
- Provide administrative support to the Facilities Team
- Monitor 3<sup>rd</sup> party contractors to ensure safe systems of work are being adhered to and to immediately report any concerns to a Senior Manager.

## Our values



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

- Undertake Fire Marshall and First Aider roles and associated responsibilities.
- Undertake additional duties appropriate to the role and/or grade.

### STRENGTHS

- ✓ Strong team player
- ✓ Ability to work adapt to changing priorities
- ✓ Excellent communication skills, with a strong customer focus
- ✓ Excellent administrative skills including use of Microsoft Excel, Outlook and Word
- ✓ Self motivated, with excellent organisation skills to meet deadlines
- ✓ Ability to remain calm and take charge in emergency situations

### ESSENTIAL REQUIREMENTS

- ✓ Previous reception and / or customer service experience
- ✓ GCSE Maths and English (or equivalent)

### BENEFICIAL TO THE ROLE

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