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| **Role title:** | Office Services Co-ordinator | **Responsible to:** | Facilities Manager |
| **Division:** | Finance, Strategic Planning and Corporate Services | **Department:** | Business Services |
| **Direct Reports and Level:** | 0 direct reports  | **Scope:** | UK |
| **Scale:** | 0 People£ Budget 1 SiteN/A income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 2 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| To provide effective and efficient reception, post, Member meeting room and administration support service to all MPS Members and colleagues ensuring service delivery excellence for Members which is trusted and valued. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the delivery of the Finance strategy and contribute to the development and delivery of the Business Services strategy to plan, cost and quality.
* Provide end to end Facilities support (including external post tasks, printing activity, Member meeting room maintenance and hospitality, helpdesk and administration) ensuring alignment and support to deliver on the defined SLA’s and service standards.
* Take ownership and be responsible for delivering operational facilities related KPIs, SOPs and other procedures which control site or office activity.
* Deliver effective and efficient office support to ensure safety, security and business continuity procedures are followed to safeguard colleagues, visitors and contractors, following local office procedures as appropriate.
 | * Operational Performance KPI’s Vs Plan
* Financial sustainability vs plan
* Policy compliance and audit
* Helpdesk SLAs/Feedback
* Stakeholder Feedback
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| **Financial*** Consider all spend within organisation policy and highlight any cost saving ideas to the Finance Leadership Team.
* Promote cost saving efficiency within the department and to our stakeholders and adopting a culture for continuous improvement.
 | * Operational budget Vs Plan
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| **Member** * Seek ways to continuously improve ways of working and contribute to divisional / MPS-wide continuous improvement projects aimed to drive operational efficiency and great Member experience and outcomes.
* Manage informal complaints and expressions of dissatisfaction from Members in accordance with policy standards.
* Deliver fair treatment and outcomes for Members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
* Embed the necessary systems, policies and procedures which enable safe office environments, ensure that activities comply with the necessary regulatory and legal standards and deliver exceptional service for all stakeholders.
 | * Stakeholder feedback via helpdesk
* Helpdesk SLAs
* Net promotor score
* Member feedback
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| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Support colleagues both within own team and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to Members.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan

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| **Risk*** Identify and report risks and issues identified within Business Services and across MPS to enable resolution and mitigation of potential impact on MPS, Members and colleagues.
* Contribute to an environment where all colleagues in the Business Services Team recognise the importance of risk identification and management.
* Adhere to appropriate business processes and controls in order to comply with policies and regulatory requirements (as applicable).
* Comply with applicable professional ethical guidance and all relevant internal and external rules, policy and procedures, including those relating to Health & Safety, Data Protection, IT security and all those contained in Staff Handbook. Adheres to the business rules relevant to the role, which are subject to change from time to time.
 | * Risk and Control Self-Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Support Business Services team to facilitate a timely and efficient response to Members, colleagues and others helping the department to meet internal and external service level and performance targets.
* Provide cross team/departmental support where required to ensure KPIs are met and service standards are maintained.
* Support the front of house reception duties where necessary to facilitate efficient Member service which meets the departmental service levels.
* Ensure routine repairs/ maintenance items are dealt with promptly and effectively escalating issues to the Maintenance Manager and where necessary supporting the booking of third-party contractors to resolve.
* Build effective relationships with internal and external stakeholders to ensure effective service delivery and alignment to any agreed SLA’s.
* Monitoring adherence to policy and procedures; reporting this to relevant managers across the business and liaising to resolve breaches.
* Support on assigned MPS projects affecting MPS and roll out other projects/initiatives within Finance ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * None
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self  |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge of general administration skills and reception duties
 | * Microsoft Office packages.
* Able to communicate effectively at all levels.
* Able to adapt to change
* Strong attention to detail to spot errors that could cause rework / reputational damage.
* Proactive management of workload to pre-empt requirements from stakeholders.
 | * Experience of reception/hospitality in a corporate environment.
* Prior experience in operations support/office administration.
* Experience of working to tight deadlines whilst producing consistently accurate work.
* Experience of working in a team environment.
* Experience of managing confidential matters sensitively.
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| **Desirable** |  |  | * Experience in healthcare, insurance or legal background.
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