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| **Role title:** | Facilities Co-ordinator | **Responsible to:** | Marc Rainford |
| **Division:** | Finance | **Department:** | Facilities |
| **Direct Reports and Level:** | Core/Business Support | **Scope:** | £2 million |
| **Scale:** | Supporting Leeds office of circa 750 staff and 100,000 sq. feet |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core | **Role Family** | Business Support |

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| **Overall Role Purpose** |
| To provide and maintain an effective and efficient facilities support service to members, staff and visitors, ensuring a safe and secure working environment. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**  This role will involve deputising for the Facilities Manager during periods of absence/sickness or working away from the Leeds Office. | * Financial sustainability Vs plan * Financial performance Vs plan |
| **Financial**  Assist in managing and maintaining all plant, equipment, facilities, projects within a planned annual maintenance budget of approx. £2m  Liaise with stationery supply company to ensure that best prices are obtained | * Member numbers Vs plan * Income Vs plan * Cost of sales Vs plan * Operational budget Vs Plan |
| **Member**  Ensure a safe secure and pleasant member experience on site | * Member numbers Vs plan * Member satisfaction |
| **People**  Ensure a safe secure and pleasant experience on site for all staff, contractors and visitors to site | * Engagement Index Vs MPS * HR Metrics – attrition, absence |
| **Risk**  Act as a designated security representative for the Society’s offices. Ensure that the correct security procedures are maintained and carry out regular reviews of the systems in place.  Act as an emergency call out representative for the site.  Co-ordinate safety procedures for health and safety, first aid and fire. Ensure maintenance of the Society’s office space and contents for the health and safety of all staff and visitors | * Risk & Control Self- Assessments Audit Actions |

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| **Responsibilities (RACI)** |
| * Co-ordinate safety procedures for health and safety, first aid and fire. Ensure maintenance of the Society’s office space and contents for the health and safety of all staff and visitors. * Act as a designated security representative for the Society’s offices. Ensure that the correct security procedures are maintained and carry out regular reviews of the systems in place. Retain a key to the main key cabinet for the site and ensure that the correct security procedures are used for the allocation of keys. Act as an emergency call out representative for the site. * To operate and maintain these systems to their full potential. Issue new swipe cards to staff and keep the system updated on a daily basis. Any faults are to be reported and rectified as soon as possible. To produce monthly departmental management reports detailing exceptions and access data as required by the Facilities Manager. * To issue parking permits and enable electronic access to the car park and conduct spot checks on the car park access/egress systems. Maintain the car park waiting list and ensure the intranet is kept up to date. Keep the car park map updated and available on the intranet. Spot checks as required to check for parking violations and report these to the Facilities Manager. * Ensure routine repairs/ maintenance items are dealt with promptly and effectively and if necessary arrange a contractor to attend site. Ensure all reactive maintenance is actioned, reviewed and entered/closed on the Facilities Management Maintenance System. * Ensure that all information for contracts is administered correctly and readily available for reference. Approve invoices and forward to the Facilities Manager for authorisation. * Liaise with stationery supply company to ensure that best prices are obtained. Request reports from main stationary supplier and review on a quarterly basis to ensure that best prices are obtained, that the core list accurately reflects items used. Provide a short report to the Facilities Manager. * Ensure that all areas MPS buildings and the external site areas remain tidy at all times * Building inspections are to be carried out in line with the Facilities Manager’s direction. All faults are to be recorded and entered onto the Facilities Management Maintenance System and actioned/followed up until closed. * This role will involve deputising for the Facilities Manager during periods of absence/sickness or working away from the Leeds Office. * Maintain an understanding of the reception duties to supervise the role and to provide cover for the receptionist’s breaks and in emergencies when required. * Maintain an understanding of the Post Room assistant’s duties to supervise the role and to provide cover for holidays / sickness absence. |

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| **Key Governance Responsibilities** |
| * n/a |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability |  |
| Influencing Others |  |
| Collaborating |  |
| Leading Self and Others |  |
| Commercial and Risk |  |
| Delivering Commitments |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * GCSE Maths and English to grade C standard * MS Office | * Knowledge of all working plant and equipment. * Knowledge of all postal services and capability of operating a franking machine. * Knowledge of health and safety procedures including risk assessments, first aid and fire prevention. * Knowledge of security procedures. | * 2 years experience in a Facilities Coordinator or Assistant FM role, ideally within an office based environment. * Must have experience of deputising for the Facilities Manager (FM). * Significant experience of the role is essential |
| **Desirable** | * ABIFM or MBIFM (preferred) * Fire Warden and First Aider (preferred) * IOSH Safely Manager (preferred) * NEBOSH General Certificate in occupational health and safety. * ABIFM | * Must be able to maintain effective working relationships with all departments. * Knowledge of Victoria Place Management Company procedures for the site. | * Current Driving Licence * Ability to work on complex and simple projects and prioritise project workload. * Their experience in this type of role will enable them to carry out detailed complex tasks as well as more routine simple project tasks. The ability to coordinate such work is a key factor in ensuring success for this role. * Prioritising workload is a key routine function for this role. |