

JOB DESCRIPTION

Job title: Facilities Officer

Service: Corporate Services

Salary: Grade 2 Point 16 – 19

Hours: 30 hours per week

Location: Bolton / Bradford or Homebased in the North region

Responsible to: Head of Facilities

Summary of job:

Reporting to the Head of Facilities, you will be responsible for the management of Facilities Assets within Family Actions Northern region. You will also support with corporate services across the whole of the charity, including supervising some external contractors. You will be responsible for the implementation of Health and Safety and environmental management in Family Action's North region. You will support the Head of Facilities to manage the Facilities Budget and provide administration support.

Key tasks and responsibilities:

Supervisory Responsibilities

1. To supervise the performance of external contractors.

Head Office Administration

2. To help develop corporate services' SLA and ensure they are consistently applied.
3. Help develop and maintain the internal procedures for Facilities queries, ordering of supplies, equipment and services.
4. To assist with the development and monitorin of the Facilities budget.
5. To help administer the Family Action telecoms contract and the distribution and use of mobile phones, including the payment of invoices.
6. To help manage the secure storage, archiving and disposal of documentation.

Procurement

7. Assisting in the procurement of necessary services such as M&E, security, telecoms and cleaning.

Health and Safety

8. Conduct Health and Safety site audits to a schedule across Family Action's North region.

9. Support project managers with risk assessments across Family Action's North region.

10. Support and give advice to local managers with regarding their Health & Safety system.

Facilities Management

To work closely with the Facilities Manager to develop corporate services for Family Actions Northern region sites including:

11. Assisting with planning and undertaking major repairs and refurbishment and the day-to-day maintenance of Family Action assets (properties and equipment) in conjunction with the relevant managers.

12. Help continue to develop central procurement of services, equipment and goods and negotiating terms in liaison with the Facilities Manager.

13. Develop the VOIP and MStTeams phone system.

14. Develop mail room process for a more paperless offices.

Person Specification

Essential

1. Member of IWFM to at minimum at Affiliate level.
2. Trained to IOSH Managing Safely Level.
3. Good working knowledge of standards and legislation as applicable to Facilities Management.
4. Broad understanding of Telecommunication systems including VOIP phones, smartphones and networks.
5. Experience of delivering small site relocation projects.
6. A friendly, helpful and welcoming manner as well as excellent written and oral communication skills.
7. Ability to deal calmly and efficiently with difficult situations both on the telephone and face to face.
8. Willingness and ability to deal with emergencies.
9. Experience of setting up and running office systems, maintaining records and collating statistics.
10. Experience with Outlook, Word and Excel.
11. Ability to organise own work and time, using own initiative and recognise matters that require urgent attention.
12. Experience of working within a team providing a service to others.
13. A commitment to the aims, objectives and ethos of Family Action including its equal opportunities policy.
14. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
15. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

16. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

17. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.

Desirable

18. A level 2 food safety certificate.

19. Experience of delivering major site relocation projects.

20. Expertise in the field of Fire legislation, Health and Safety at Work Act, DDA regulations, environmental legislation.

21. Expertise in Salesforce CRM.