



JOB DESCRIPTION – Senior Facilities Administrator

Salary	Grade 2, Point 11-15
Hours:	30 hours
Department:	Facilities
Location:	34 Wharf Road, London, N1 7GR
Reports to:	Head of Facilities/Facilities Manager

Job purpose: To support the charity with the Administration of Family Action's assets in our Head Office and across the UK.

Administrate a number of whole of charity contracts, including IT, phones and utilities. Ordering resources and hardware for Head Office and services across the wider UK, supporting in a busy small team. This role will often be first point of contact for general ordering and procurement queries.

Principal Responsibilities:

Head Office Administration

- To understand the corporate services SLA and ensure they are consistently applied.
- Help develop and maintain the internal procedures for Facilities queries, ordering of supplies, equipment and services.
- To administer the head office budgets.
- Provide support for Reception from time to time
- To ensure all common areas of the building are kept clean and tidy i.e. reception, store rooms, rest room, kitchen, meeting rooms, toilets and staff notice boards.
- Be willing to be an out of hours key holder for Head Office
- Provide logistical support to meetings held in Head office, to include preparation of meeting and conference rooms.
- Develop the VOIP and MTeams phone system.
- Develop mail room process for a more paperless offices.

Asset Administration

- Ensure corporate services SLA they are consistently applied

- Maintain internal procedures Facilities queries, ordering of supplies, equipment and services.
- To Administer the Family Action telecoms contract and the distribution, use of mobile phones.
- Help continue to develop our central procurement of services, equipment and goods a terms in liaison with the Facilities Team

Health and Safety

- Conduct Health and Safety mandatory Testing is carried out and recorded appropriately
- To ensure arrangements are in place for the security of the building at all times

Safeguarding and policies:

- 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.
- 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.
- To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
- To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
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PERSON SPECIFICATION: Senior Facilities Administrator

Essential

- A friendly, helpful and welcoming manner as well as excellent written and oral communication skills.
- Ability to deal calmly and efficiently with difficult situations both on the telephone and face to face.
- Experience of setting up and running office systems, maintaining records and collating statistics.
- Experience with MS Office 365.
- Ability to organise own work and time, using own initiative and recognise matters that require urgent attention.
- Ability to deal calmly and efficiently with difficult situations both on the telephone and face to face
- Experience of setting up and running office systems, maintaining records and collating statistics
- Experience of working within a team providing a service to others.
- A commitment to the aims, objectives and ethos of Family Action including its equal opportunities policy.

Desirable

- A level 2 food safety certificate
- Knowledge of Salesforce CRM.
- Understanding in the field of Fire legislation, Health and Safety at Work Act, DDA regulations, environmental legislation.