

## **JOB DESCRIPTION**

<b>Job title:</b>	Facilities Administrator
<b>Department:</b>	Facilities
<b>Salary:</b>	Grade 2 (lower) point 11-15: £24,018 – £26,681 pro rata, Inclusive of Inner London Weighting
<b>Hours:</b>	37 hours per week (full-time)
<b>Location:</b>	Family Action Head Office, London (N1)
<b>Responsible to:</b>	Head of Facilities/Facilities Manager

### **Job purpose:**

To support the whole Charity with the Administration of Family Action's Assets in our Head Office and across the wider UK

Administrate a number of whole of charity contracts, including IT, Phones and utilities. Ordering resources and Hardware for head office and 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.

## **PERSON SPECIFICATION**

### **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.