

JOB DESCRIPTION

Job title:	Facilities Administrator
Service:	Facilities
Salary:	Grade 2 Point 11-15
Hours:	37 hours per week (full time)
Location:	34 Wharf Road, London, N1 7GR
Responsible to:	Head of Facilities

Summary of job:

To support the whole Charity with the Administration of Family Action Assets at 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 administer the head office Budgets.
- Provide support for Reception from time to time
- To open the door for the head office at around 08:00
- 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.
- Provide logistical support to meetings held in the Can do, Excellence and family room, to include preparation of meeting and conference rooms.

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

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.

Continue to next page

Person Specification - Corporate Services 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 Outlook, Word and Excel.
- Ability to organise own work and time, using own initiative and recognise matters that require urgent attention.
- 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.
- Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services

Desirable

- A level 2 food safety certificate