

## Job Description

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| <b>Job Title:</b>           | <b>Facilities Coordinator</b>  |
| <b>Salary:</b>              | £24,000 - £26,000 (depending on experience)  |
| <b>Hours:</b>               | Full time – 35 hours   |
| <b>Days and Times:</b>      | Monday to Friday, Flexible   |
| <b>Responsible to:</b>      | Business Improvement Manager   |
| <b>Responsible for:</b>     | Team of Reception volunteers   |
| <b>Main Location:</b>       | 2 Chapel Court, 126 Church Road, Hayes UB3 2LW   |
| <b>Status:</b>              | Permanent  |
| <b>Main Purpose of Job:</b> | The role of the Facilities Coordinator is key in ensuring the efficient and effective running of our organisation and sites. The role includes property maintenance, servicing of equipment, health and safety, security and IT systems. We cover three boroughs, Hillingdon, Harrow and Brent, collectively known as Age UK HHB. We have 2 retail shops and work from more than four sites across the boroughs. |

### 1.0 Main responsibilities and tasks

- 1.1 To assist in a variety of tasks in connection with facilities administration. This includes maintenance of equipment, repairs, refurbishment of buildings, purchasing and related work as required.
- 1.2 In the event of any expansion, improvements or efficiencies, to ensure new premises are established.
- 1.3 To monitor contractors ensuring that work assigned is completed in an efficient manner.
- 1.4 To ensure compliance with health and safety regulations across the organisation, and across multiple sites.
- 1.5 To lead on contract management including liaising with external suppliers and contractors to secure best value.
- 1.6 To ensure contract delivery and resources are used and managed efficiently.
- 1.7 To lead on the organisation's archive and retention policy for hard copy and electronic documents.
- 1.8 To ensure the security, telephony and CCTV systems are maintained and fit for purpose.
- 1.9 To lead on the ordering and management of equipment especially laptops and mobile phones.
- 1.10 To oversee the hiring of our community halls and provide related support.
- 1.11 To respond quickly to facilities emergencies that may arise in the workplace and deal with them appropriately.
- 1.12 To provide cover, oversight, support and supervision to a team of volunteers responsible for a variety of tasks.

## 2.0 General tasks

- 2.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 2.2 To attend staff meetings, away days and other similar staff events.
- 2.3 To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
- 2.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 2.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 2.6 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 2.7 In liaison with line management and OMT generally, ensure services are developed and delivered to quality standards, revising as required.
- 2.8 To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead.
- 2.9 To promote equality, diversity and rights in all policies and guidance, actions and activities.
- 2.10 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required.

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.**

# Person Specification

| Education & Training |                            |
|----------------------|----------------------------|
| Essential Criteria   | Desirable Criteria         |
|                      | Degree or equivalent level |

| Experience  |                    |
|---|--------------------|
| Essential Criteria  | Desirable Criteria |
| Developing and managing systems including health and safety |                    |
| Facilities and estate management                            |                    |
| Customer service  |                    |
| Management of external contractors and suppliers            |                    |
| Using information systems including databases and websites  |                    |
| Line management and supervision                             |                    |

| Knowledge and Skills  |                    |
|---|--------------------|
| Essential Criteria  | Desirable Criteria |
| Excellent written and verbal presentation skills  |                    |
| A high level of IT confidence and literacy, able to adapt and integrate information across different systems  |                    |
| Excellent project management skills with the ability to successfully oversee multiple projects simultaneously |                    |

| Personal Attributes  |                    |
|--|--------------------|
| Essential Criteria   | Desirable Criteria |
| Passionate about and committed to the aims of Age UK Hillingdon                                  |                    |
| Self-motivating with a commitment to team sharing and learning                                   |                    |
| A commitment to equality of opportunity and implementation of this in your work                  |                    |
| Analytical and methodical approach to problem solving  |                    |
| The ability to work in a changing environment and respond flexibly to changing needs and demands |                    |