Facilities Assistant

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| Job title: | Facilities Assistant |
| Department: | Central Facilities |
| Location: | Based in Crystal Palace or Orpington part remote |
| Reporting to:  (job title only) | Facilities Manager |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | To support the central Facilities department by delivering administrative back-office support for premises across the estate, including clinical and non-clinical locations; assist and support with projects relating to the improvement and growth of the business where necessary. |
| Role and Responsibilities: | **Our Team**   * Ensure the Facilities team is kept up to date with all Facilities related issues, using the Facilities teams channel as a point of resource. * Assist with the management of relationships with key stakeholders and suppliers; keeping track of sub-contractor relationships, ensuring servicing and maintenance occurs on time and within budget.   **Main Responsibilities**   * Monitor and respond in a timely fashion to the facilities inbox * Organise electronic files appropriately in the facilities SharePoint folder. * Book in appropriate contractors for planned and unplanned maintenance using our preferred supplier list * Liaise with suppliers and correspond to requests from internal members of staff * Carry out the ordering of supplies and consumables for the appropriate clinics. * Carry out weekly stock checks and communicate with other sites to obtain figures and collate * Log new maintenance jobs on our team’s channel * Assist in ensuring compliance information is collated and up to date * Keep the maintenance spreadsheet up to date * Print ID badges for service departments * Carry out other reasonable ad hoc duties to support the business * Support with document control for the department   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: | * Comply with all organisational policies and procedures |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * General office experience – GCSE or equivalent | * Building/premises knowledge |
| **Experience** | * General administration tasks | * Working for a facilities management company |
| **Skills/knowledge** | * Good general IT skills in particular Excel and MS teams * Ability to multitask and prioritise work * Team player * Dealing with external suppliers and contractors |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Patience and resilience * Adaptive to change |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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