Facilities Assistant

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| Job title: | Facilities Assistant |
| Department: | Central Facilities |
| Location: | Southeast – Crystal Palace/Orpington |
| Reporting to:  (job title only) | Assistant Facilities Manager |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | * To work within the central Facilities department delivering operational support for premises across the estate’s portfolio, including back-office administration for planned and reactive maintenance, building compliance and other facilities related tasks. Support with facilities related projects relating to the improvement and growth of the business |
| Role and Responsibilities: | **Team Management**   * Ensuring the facilities management team is kept up to date with all Facilities related issues, by using and updating the appropriate document platforms * Assist in the management of relationships with stakeholders in VHG and external suppliers; ensuring servicing and maintenance compliance occurs on time and within budget.   **Operational**   * Monitor, respond and action Facilities email inbox requests within department SLA’s * Continuously organise and file compliance information within the facilities file structure * Book in appropriate contractors for planned and unplanned maintenance using preferred supplier lists * Liaise with suppliers/contractors and communicate with the appropriate internal members of staff to ensure works are planned and carried out safely * Carry out the ordering of clinical supplies and consumables for the appropriate clinics when requested * Support the medicines management process by ordering appropriate supplies * Assist with stock checks and communicate with other sites to obtain figures and collate * Log new maintenance jobs on our internal facilities tracker spreadsheet * Carry out audits and safety checks on behalf of the facilities department * Assist in ensuring compliance information is collated and up to date * Ensuring the maintenance schedule is up to date and any outstanding actions followed up within agreed timelines * Input and being a key member of the Facilities, H&S, IPC Governance Quality Risk Group attending monthly meetings * Assist with FM initiates supporting the departments overall objectives * Assisting in creating department written procedures and improve processes collectively * Answer the department number promptly in the case of emergencies * Log incidents using our internal system, assist in investigating incidents related to building facilities * Carry out other reasonable ad hoc duties to support the department   **Project management**   * Support in the provision of new premises and contract mobilisations * Support on site moves and any change management within the estate’s   portfolio  **On-going developments**   * Vita Health will continue to grow and develop which in turn requires post holders to be fluid and adapt where necessary. The functions and responsibilities above should not therefore be regarded as permanent but may change as appropriate to the grading of the post. Any major changes will of course involve discussion and consultation with the post holder.   **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 if possible to do so and raise with your manager and EDI team * 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: | * Ability to travel to sites across the UK * Ability to drive and have access to transportation * Ability to work remotely when necessary * Ability to work unsociable hours when required * 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 * Health and Safety training/knowledge |
| **Experience** | * General administration tasks | * Working for a facilities management company or within a FM department |
| **Skills/knowledge** | * Good general IT skills in particular Excel and word * Ability to multitask and prioritise work * Team player * Good communication skills both verbal and written | * Speaks another language |
| **Specialist training** | * Dealing with suppliers and/or contractors |  |
| **Personal competencies and qualities** | * Patience and resilience * Adaptive to change * Driving licence | * Access to transport |

# 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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