

JOB DESCRIPTION

SECTION 1

| | | | |
|---------------------------|--------------------|--------------------|-------------------------|
| Job Holder's Name: | | Job Title: | Facilities Co-ordinator |
| Reports to: | Head of Facilities | Location: | London |
| Department: | London Premises | Job Family: | Support |

SECTION 2

DEPARTMENT STRUCTURE

As reported on Intranet

SECTION 3

OVERALL JOB PURPOSE

Provide full facilities support to students, staff and visitors across Lovat Lane and Peninsular House and provide a complete front of house reception service for the Lovat Lane student campus.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

Lovat Lane

- Unlock and check all areas of the building each morning before students, visitors and staff arrive on site, acting as key holder and secondary out-of-hours contact if the Head of Facilities is not contactable. This responsibility is likely to be rotated with the Receptionist.
- Control stock of all consumables for the building, ensuring that products are readily available at all times whilst ensuring large quantities of stock are not held unnecessarily.
- Take regular meter readings and track utility usage, identifying potential problems or avenues for better rates.
- Liaise with contractors working on site to ensure all Health and Safety responsibilities are met, including briefing them of our expectations.
- Assist lecturers, staff and visitors with queries about the facilities – campus building, location information and audio-visual equipment.
- Analyse and solve any issues with the above, whenever possible, escalating the issues to IT/AV or Head of Facilities when necessary.
- Cover tasks usually carried out by the Lovat Lane Receptionist during their absence, e.g. before their arrival each day and with the help of other team members during annual leave/sickness.
- Develop effective working relationships with neighbours to ensure the positive image of the organisation is maintained.

- Inspect the key areas at regular intervals to ensure the property remains safe and secure, including checking fire exits are clear, the back door is not being used inappropriately and extinguishers are correctly tagged and located.
- Perform regular checks to avoid contamination of water in the cloakrooms, e.g. run the taps to ensure the water does not become stagnant and prone to contamination.
- Control access to the property via the Paxton Access Control software and access cards, perform spot checks on students, issue cards to students during induction and maintain a log of temporary passes requested.
- Design and maintain a handbook of key information relating to the property.
- Carry out weekly fire alarm tests and participate in regular fire evacuation procedures.
- Ensure the basement store/IT communications area is safe and secure.
- Ensure all building related Health and Safety paperwork and filing is up to date so that information can be readily accessed.
- Ensure risk assessments for the building and any special activities are accurate and that risks are monitored.
- Act as a First Aider and Fire Marshall.

Peninsular House

- Attend Tenant Meetings either with or in the absence of the Head of Facilities.
- Assist at large internal and external events where required

Both Sites

- In conjunction with the Head of Facilities, develop a rolling programme of repairs, maintenance and redecoration.
- Carry out inspections of all areas in respect of contractors work, Health and Safety and cleaning standards, recording issues when necessary.
- Update and maintain records to track maintenance and repairs.
- Research and develop a list of external 'trades' that can be called upon for routine or emergency repairs.
- Undertake any other duties that may reasonably be required.

CONTACTS AND INFLUENCE EXERCISED

- Internal contacts across all areas of the business and at all levels.
- Regular contact with students, staff and the academic community.
- Develop effective and supportive relationships with teams and colleagues within the organisation, ensuring team and departmental targets and service levels are met.

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision making process:

| | |
|--|---|
| Follows written and verbal instructions and established guidelines | X |
| Interprets policies & procedures | |
| Participates in the establishment of guidelines & procedures | |
| Acts as final authority to implement policy, guidelines and procedures that affect strategic goals | |

Indicate the statement which best describes the impact of the job holder's decisions:

| | |
|---|---|
| Restricted to employee's own work | X |
| Has impact on department/directorate* objectives | |
| Has impact on The London Institute of Banking & Finance / Proshare objectives | |

Examples of the decisions that are generally made by the job holder

- How to set out rooms / breakout area
- Handling sales calls from contractors
- When to raise concerns, escalating them accordingly

ANY ADDITIONAL FEATURES OF NOTE

The holder of this role will act as Incident Controller in the event of evacuation of Lovat Lane.

The Lovat Lane campus is normally open between 08:30 and 18:00, Monday to Friday, with possible evening and weekend work dependant on booking requirements. Although the normal working week is 37.5 hours, this role may require working additional hours as necessary to carry out the tasks effectively and facilitate the smooth running of the building.

To ensure our students and staff are properly supported it is expected that the majority of the annual leave entitlement for this post would be taken in quieter periods.

PERSON SPECIFICATION

| Qualifications, knowledge and professional memberships | Essential /Desirable | |
|--|------------------------------|-------------|
| GCSE or equivalent qualification in Maths and English | Essential | |
| Facilities-related qualification | Desirable | |
| First Aid qualification | Desirable | |
| Technical competencies (skills and experience) | Essential /Desirable | |
| Experience of working within a facilities or premises team | Essential | |
| Working knowledge of Microsoft Office | Essential | |
| Experience of acting in a receptionist role at a similar establishment or meeting venue | Desirable | |
| Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job) | Essential / Desirable | Step |
| Values | | |
| Listening and Learning | Essential | 2 and 1 |
| Innovation | Essential | 1 |
| Support | Essential | 1 |
| Transparency | Essential | 1 |
| Collaboration | Essential | 1 |
| Skills and Experience | | |
| Business thinking | Essential | 1 |
| Getting things done to achieve results | Essential | 2 |
| Customer Experience | Essential | 2 |
| Managing quality standards | Essential | 2 |
| Applying judgement and taking decisions | Essential | 1 |
| Managing individuals and teams (line managers only) | N/A | N/A |

Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date

Appendix A

