

Job Title	Facilities and Front of House Support
Team	Facilities
Reporting to	Facilities and Health & Safety Manager
Responsible for	N/a
Job purpose	<b>The purpose of the role is to work with the Facilities Team to maintain and support the compliance and administrative needs of the department</b>
Key responsibilities	<ul style="list-style-type: none"><li>• Responsible for the secure receipt, sorting, distribution and management of Royal Mail, DX Post and deliveries recording all tracked mail items. Keeping the main room tidy.</li><li>• Book couriers, ensuring correct nominal codes for the department are used.</li><li>• Manage offsite storage archiving, retrievals and file destruction processes.</li><li>• Manage sufficient supplies of all catering/stationery/paper items.</li><li>• Manage, action and complete helpdesk requests.</li><li>• Keeping the office running smoothly (filling printers with paper ensuring printer hubs are stocked and tidy).</li><li>• Manage the smooth operation of meeting room setups and layouts.</li><li>• Identify and implement service improvements.</li><li>• Develop, maintain and implement written process and procedures.</li><li>• Cover other Facilities team members when required, liaising with contractors/suppliers.</li><li>• Assist with reception duties, covering reception calls, monitoring emails and ensure reception area is well presented.</li><li>• Any other reasonable tasks as requested by Facilities and Health and Safety Manager.</li></ul>
Date	March 2024

	Essential	Desirable
Qualifications & training	<ul style="list-style-type: none"> <li>Proficient in numeracy and Literacy</li> </ul>	<ul style="list-style-type: none"> <li>Manual Handling</li> </ul>
Work experience	<ul style="list-style-type: none"> <li>Experience of working in a similar role within an office environment</li> <li>Dealing with mail, deliveries &amp; transporting boxes</li> </ul>	<ul style="list-style-type: none"> <li>Reception / Call Answering</li> <li>Experience with Post-Room equipment such as franking machine</li> </ul>
Knowledge & skills	<ul style="list-style-type: none"> <li>Have exceptional attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety conscious</li> </ul>
Competencies & values	<ul style="list-style-type: none"> <li>Excellent communication skills both verbal and written</li> <li>Ability to build and sustain effective working relationships at all levels</li> <li>A willingness to learn quickly and assist wherever required with a positive attitude</li> <li>Ability to remain calm under pressure and manage own time productively</li> </ul>	<ul style="list-style-type: none"> <li>Be flexible and willingness to work outside office hours (once or twice a year)</li> </ul>
Other	<ul style="list-style-type: none"> <li>Demonstrate a level of confidentiality</li> </ul>	