

JOB DESCRIPTION	
<b>Job title:</b> Facilities Coordinator	<b>Accountable to:</b> Head of FM
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £28,839 - £35,205 per annum	<b>Grade:</b> 3
<b>Service:</b> Estates	<b>Location:</b> College locations
<p><b>What is the purpose of the role?</b></p> <p>To assist Facilities Managers in managing and delivering a range of customer-focused facilities support and premises services, including portering, premises inspection, security, reception, housekeeping and cleaning, on one or more University sites, in accordance with agreed service standards and user requirements.</p> <p>The post holder will report to the Head of Facilities Management on HR/administrative matters and site Facilities Managers on day to day operational matters.</p> <p>The post holder will be required to work flexible shift patterns (Early and Late) and to work 1 Saturday in 4 across all sites (North &amp; South) to support the FM's according to work programme requirements. They will be responsible for providing their own working clothes in the form of smart business dress.</p>	
<p><b>Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• To support the Facilities Manager where required, attending BUGs, H&amp;S Committee meetings etc where required.</li> <li>• To act as Incident Manager and responsible person on site in the absence of the FM, particularly on early or late shifts and when working at weekends.</li> <li>• To assist the FM in managing contractors undertaking work on site, issuing permits to work and supervising Health &amp; Safety compliance where required, undertaking contractor inductions and the issuing of and security of keys and passes.</li> <li>• To undertake cleaning and security quality audits where required.</li> <li>• To assist the FM in delivering a range of reports (i.e. BUG report, monthly report).</li> <li>• To assist the Facilities Managers in the management of all FM reactive calls assigned to their sites/Colleges by the Estates Helpdesk, assigning tasks to FAs as required, ensuring all jobs are managed to completion within agreed timescales.</li> <li>• To develop and maintain good relationships with key stakeholders</li> <li>• To supervise, audit and report on all portering and room set up responsibilities in collaboration with the Facilities Managers, ensuring the acceptable level of performance.</li> <li>• To monitor, control, co-ordinate and undertake audit functions for the performance of Facilities Management sub-contracted services in conjunction with the Facilities Managers. These include, but are not limited to, grounds maintenance, manned guarding, car park management, internal cleaning, window cleaning, pest control, waste management and recycling, ensuring compliance with the specified terms of contract, service level agreements and sustainability targets (where applicable).</li> <li>• In conjunction with FMs, to work on events management activities when required.</li> <li>• To assist in monitoring, controlling and co-ordinating the internal and external bookings and event</li> </ul>	

requests.

- To assist Facilities Managers to plan and co-ordinate small internal moves with schools and offices as required
- To attend and participate in regular meetings with contracted service providers.
- To liaise with the Estates Helpdesk and Facilities Management colleagues to undertake and record building and room condition reports.
- To assist in facilitating repairs and building work as required.
- To receive guests to the University and escort them as required.
- To assist FM colleagues in the planning, co-ordination and delivery of projects as required.
- To undertake reasonable duties associated with the efficient and effective management of the University
- To keep all relevant forms/checklists, etc. up to date, regularly reviewing suitability for the task.
- To ensure that all Facilities Assistants provide detailed zone reports.
- To assist in the provision of termly analysis of customer feedback forms.
- To support the FM in managing staff rosters.
- To support the FM in ensuring that all new FAs or temporary staff are fully inducted and trained appropriately.

#### **General**

- Assume other reasonable duties consistent with your role, as determined xxx, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

#### **Key Working Relationships**

- Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

**Specific Management Responsibilities**

Budgets:

Staff:

Other (e.g. accommodation; equipment):

**Job Title: Facilities Coordinator**

**Grade: 3**

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"><li>• SIA Door Supervisor License</li><li>• Health &amp; Safety Training and/or qualification</li><li>• First Aid at Work Certificate</li><li>• Customer Service, Manual Handling</li></ul>
Relevant Experience	<ul style="list-style-type: none"><li>• Demonstrable experience in a facilities management role</li><li>• Thorough understanding of health and safety on sites</li><li>• Experience of working with senior College staff on a regular basis</li><li>• Good knowledge of maintenance responsibilities</li><li>• Control of contractors and staff</li><li>• Knowledge and running office moves</li></ul>
Communication Skills	<ul style="list-style-type: none"><li>• Communicates effectively orally, in writing and/or using visual media.</li></ul>
Leadership and Management	<ul style="list-style-type: none"><li>• Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance</li></ul>
Planning and Managing Resources	<ul style="list-style-type: none"><li>• Plans, prioritises and organises work to achieve objectives on time</li><li>• Capable of operating simple Helpdesk tasks and responsibilities</li></ul>
Student Experience or Customer Service	<ul style="list-style-type: none"><li>• Provides a positive and responsive student or customer service</li></ul>
Teamwork	<ul style="list-style-type: none"><li>• Works collaboratively in a team and where appropriate across or with different professional groups</li></ul>
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"><li>• Uses initiative or creativity to resolve problems</li></ul>

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.