

**Job Description**

**Post Title:** FacilitiesAssistant

**Directorate:** Housing, Property and Regeneration

**Reports to:** Facilities Manager

**Direct Reports:** 0

**Salary Band:** SP19-23

**Key Relationships:** Staff, visitors, tenants, contractors, property services, health & safety, enabling services and key other stakeholders

# Role Purpose

You will be responsible for providing excellent customer service in facilities and workplace support to staff, visitors, tenants and contractors when they are working in our Head Office environment at 16 Summer Lane (and for our staff when they are working remotely).

You will assist the smooth running of the WMCA Head Office by providing proactive support to building requests related to operational space and services at 16 Summer Lane. You will become a member of the Facilities and Workplace Services Helpdesk, successfully delivering within our established job request management system to provide outstanding customer satisfaction and on-the-ground support.

You will have a passion for facilities management, taking pride in the delivery and compliance of facilities and workplace experience to ensure a positive physical workspace aligned to building compliance and health & safety management.

Whilst this role is based within the Facilities and Workplace Services team, the role is part of a larger directorate and must endeavor to learn, align and support wider directorate ambitions and cross-cutting projects and programmes aligned to corporate objectives and milestones.

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**Responsibilities**

* To be a proactive member of the WMCA Facilities and Workplace Services Team providing a high standard of customer service to stakeholders, including staff, visitors, tenants and contractors and, as part of the Facilities & Workplace Services Helpdesk, be an initial point of contact for facilities and workplace related support and services.
* Responsibility in providing helpdesk advice to support a wide range of building and service-related requests whilst documenting support via job request management systems, including CAFM.
* Support facilities management operations to maintain a positive and safe workplace experience for staff, tenants, contractors and visitors at Head Office.
* Support the delivery of effective and efficient service offer for all building users, supporting approaches to regular customer feedback
* Support in managing operational tenant requirements as part of service level agreement arrangements.
* Support the reporting of work requests including volumes, trends and recommending improvements and efficiencies.
* Have an awareness and input to monitoring/performance/delivery report(s), dashboard(s) and risk register(s) across a range of areas, presenting and escalating to management where required.
* Assist in the co-ordination, development and delivery of workplace policies and implementation including access control, car parking, equipment & furniture inventory and storage & archiving.
* Ensure compliance in upholding security measures of the building.
* Have an understanding of and uphold health and safety implementation on site
* Support the requirements of WMCA H&S documentation, including risk assessments and method statements logging and approval record
* Undertake daily quality and health & safety checks of our spaces and support liaison with services providers (e.g., cleaning and maintenance teams) to discuss any follow-up job requests or service quality matters.
* Consistently monitor the quality of our workplace logging and owning faults, issues, safety concerns through to completion.
* Supportive role in contract management of core services (e.g. cleaning, maintenance and security) and other ad hoc contracted works, ensuring all documentation is maintained in shared drives.
* Support the Facilities Services Co-ordinator with the delivery of the planned preventative maintenance schedule and reactive works for Head Office, ensuring relevant Health & Safety documentation is received and recorded.
* Supporting the raising orders for contractor works, understanding procurement and financial systems and requirements, to ensure orders and invoices are processed in a timely manner and procurement requirements adhered to, in accordance with WMCA systems and processes.
* Liaise with contractors, track order progress and record when goods and services have been received to manage projects to completion ensuring swift payment and satisfactory service has been provided.
* Responsible for carrying out real-time space utilisation data set to input into reports as part of space management and delivering monthly updates to the wider Facilities & Workplace Services team to assist in the space planning and other workspace initiatives at Head Office.
* With suitable training, responsibility in implementing real time change and updates to office space, including furniture moves and clearance programmes of work.
* Responsible for the quality of meeting rooms and shared spaces for staff, visitors and tenants, taking the lead on monthly re-sets of space and bi-weekly audits of floorplates.
* Support the co-ordination and approval of meeting room bookings
* Providing support and assistance with events at WMCA head office, or by exception support corporate events as required.
* Maintaining a range of supplies for the building including for kitchens and meeting rooms, and consumables along with monitoring waste and expenditure and recommending efficiencies.
* Provide ad hoc assistance to workplace services activity, ensuring ability to cover Workplace Assistant duties, including DSE administration, virtual card administration and incoming and outgoing post by following implemented processes, recommending efficiencies and supporting auditing.
* Supportive role in ensuring all systems and process guides for facilities management are up-to-date, accurate and accessible, whilst making proactive suggestions for efficiencies and improvements where possible to ensure the best service and level of compliance is delivered.
* Manage and maintain a centralised area for building and service management information via Microsoft Teams / shared platforms, keeping all sites and information up to date and in line with Data Protection requirements.
* Support workplace systems, including signing in systems and future workspace initiatives at Head Office.
* Support the continuous development of the workspace, hybrid working strategy, and future planning for the wider WMCA HQ and Estates.
* Support the record of Head Office asset inventory in line with building requirements and space and services planning, including clearance programmes of work
* Suggest and carry out changes and improvements to improve efficiency, drive cost saving and income generation.
* Understand and support the business continuity impacts of Head Office as part of recovery and resilience planning, supporting the requirements of the emergency recovery plans for WMCA Head Office incident management resilience, response and recovery planning.
* Support opportunities aligned with net zero and energy efficiency targets
* Assist with on-site incidents and fire drills, supporting related H&S procedures such as the fire marshal system and first aid accident reporting.
* Make well informed and researched recommendations to support best practice compliance and improvement of facilities at Head Office.
* Provide administration and support to various Facilities & Workplace Services milestones in line with corporate objectives and milestones.
* Work flexibly and with integrity to meet the needs of the WMCA and directorate ways of working.
* Deputise for the Facilities Services Co-ordinator and Workplace Assistant where appropriate and required.

# Person Specification

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| *Please specify (X) whether the experience required is Essential (E) or Desirable (D)* | **Assessment Method** |
| **Experience** | E | D | App\* | Int\*\* | Other\*\*\* |

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| Experience of working within a busy corporate environment and practical office experience. | X |  |  |  |  |
| Experience of working with Facilities management or building service providers with a good knowledge of hard and soft services | X |  |  |  |  |
| Excellent customer service skills and experience of working with stakeholders. | X |  |  |  |  |
| Ability to work on own initiative, prioritising work to meet demands. | X |  |  |  |  |
| Working in teams and independently | X |  |  |  |  |
| Excellent IT skills, including Word, Excel, and PowerPoint | X |  |  |  |  |
| Ability to use shared platforms and Microsoft Teams |  | X |  |  |  |
| **Skills/Knowledge/Abilities** | E | D | App | Int | Other |
| The drive to work proactively, independently and as part of a team | X |  |  |  |  |
| A can-do attitude using own initiative and be self-motivated to deliver | X |  |  |  |  |
| The ability to work unsupervised on occasions | X |  |  |  |  |
| Excellent written and verbal communication skills | X |  |  |  |  |
| A collaborative working spirit that enhances and builds effective working relationships | X |  |  |  |  |
| Ability to anticipate situations and resolve issues |  | X |  |  |  |
| Excellent organisation skills with the ability to prioritise |  | X |  |  |  |
| Knowledge of health and safety management, IOSH qualification or similar |  | X |  |  |  |
| **Qualifications/ Professional Memberships** | E | D | App | Int | Other |
| GCSE level or equivalent. | X |  |  |  |  |

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\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

# Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

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| **Value** | **Competency** | **Behaviour** |

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| --- | --- | --- |
| Collaborative | Team Focused | Works as part of team, managing and leading. |
| Service Driven | Customer, resident, and partner focused. |
| Driven | Empowered & Accountable | Takes ownership and leads when needed. |
| Performance Focused | Ambitious and going the extra mile. |
| Inclusive | ‘One Organisation’ Mindset | Believe in each other’s expertise. |
| Open & Honest | We do what we say we are going to do. |
| Innovative | Forward Thinking | Embrace change and open to new possibilities. |
| Problem Solving | Go for clear and simple whenever possible. |

# Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

# Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

# Learning and Development

To participate in and take responsibility for any learning and development required to carry out this role effectively.

# Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

# GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

# Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the WMCA Constituent area on a regular basis