



Job Description

Job Title:	Facilities and Workplace Services Assistant
Directorate/Team:	CEX – People and Culture Services - Facilities and Workplace Services
Location:	16 Summer Lane or other site/location
Responsible to:	Workplace Services Officer / Facilities Services Officer
Responsible for:	None
Key working relationships: (internal)	Staff, health & safety, enabling services and other key stakeholders.
Key working relationships: (external)	Visitors, tenants, contractors, property services,

Purpose of the Post

As part of the Facilities and Workplace Services team, this role plays a vital part in maintaining a safe, efficient, and welcoming working environment at WMCA Head Office. Responsibilities include supporting daily helpdesk services, overseeing facilities operations, and coordinating workplace activities. The position provides responsive assistance to staff, visitors, contractors, and tenants at the Head Office, as well as to remote staff. It also contributes to ensuring that the office environment remains compliant, well-maintained, and aligned with organisational standards.

Accountabilities

- Provide excellent customer service through the Facilities and Workplace Helpdesk, ensuring timely and professional responses to building and service-related requests.
- Support the smooth running of WMCA Head Office by coordinating day-to-day facilities and workplace operations.
- Contribute to a compliant and safe working environment by supporting health and safety procedures, including reporting and resolving issues.
- Help to ensure continuity and consistency of service by maintaining accurate records, supporting audits, and upholding workspace quality across all areas.

Responsibilities

Strategic

- Support performance monitoring by collating data to dashboards, service trackers and programmes.
- Monitor and report on customer queries and data, using feedback to identify trends and research best practice to inform service improvements and policy reviews.
- Support opportunities aligned with net zero and energy efficiency targets.

People

- Act as an initial point of contact as part of providing a Helpdesk to staff, visitors, contractors / vendors and tenants.
- Communicate to staff, contractors and tenants via various portals / job logging systems, including CAFM.
- Support where required in managing tenant requirements as part of service level agreements.
- Provide support and assistance with events at WMCA Head Office, or by exception support at corporate events or conferences as required.
- Work flexibly and with integrity to meet the needs of the WMCA and directorate ways of working.

Operational					
<ul style="list-style-type: none"> Support day-to-day business operations to ensure a safe, efficient, and welcoming workplace for staff, tenants, contractors, and visitors. Assist with core workplace services, including printing and post room operations, courier bookings, and business travel arrangements, within defined service levels and policies. Assist with core facilities operations, including carrying out space utilisation data to input into reports and assist in workspace planning. Support the delivery of core services (e.g. cleaning, PPM and reactive maintenance and security) and other ad hoc contracted works. Support health and safety procedures including DSE assessments, incident reporting, fire warden responsibilities and ensure compliance with WMCA H&S documentation, such as risk assessments and method statements (RAMS). Ensure compliance in upholding all active policies and procedures, including security and health and safety, and contribute to the development of policies and procedures, including access control, car parking and postage. Conduct regular quality and safety checks of office spaces, liaising with service providers (e.g., cleaning and maintenance teams) to log and monitor faults, issues, safety concerns through to completion. Coordinate meeting room services for staff and visitors, including catering and space set-ups / resets, ensuring shared spaces are audited and well-maintained. Assist with office changes such as furniture moves and clearance programmes, following appropriate training. Ensure all systems, process guides, and shared documentation are accurate, accessible via SharePoint and compliant with data protection requirements. Support business continuity and recovery activities for Head Office where required. Provide administration and support to various Facilities and Workplace Services projects in line with corporate milestones and objectives. 					
Financial					
<ul style="list-style-type: none"> Order and maintain workplace supplies for WMCA Head Office and other WMCA locations, suggesting efficiencies to reduce expenditure. Issue and monitor the use of the corporate Virtual credit card and credit card spend ensuring all usage is in line with WMCA policy. Support the reconciliation of all spend against invoices, e.g. couriers and DSE. Raise purchase orders for contractor works and other supplies, understanding procurement and financial systems and requirements, including all aspects of Business World, 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 and suppliers to 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. 					
Other					
<ul style="list-style-type: none"> Deputise for the Workplace and Facilities Services Officers where appropriate and required. Whilst this role is based within the Facilities and Workplace Services team, the role is part of a larger directorate and must endeavour to learn, align and support wider directorate ambitions and cross-cutting projects and programmes aligned to corporate objectives and milestones. 					

Person Specification					
Candidates/post holders will be expected to demonstrate the following:		Essential / Desirable		How Evidenced ?	
Experience		E	D	A	I T
Experience of working within a busy corporate environment and practical office experience.			X	X	X

Customer service skills and experience of working on a busy help desk dealing with customers at all levels in an organisation		X	X	X	
Ability to use shared platforms and Microsoft Teams		X	X		
IT skills, including Word, Excel, and PowerPoint	X		X		
Experience of working in a support function or building service providing role		X	X		
Skills / Knowledge	E	D	A	I	T
A collaborative working spirit that enhances and builds effective working relationships	X		X		
A can-do attitude using own initiative and be self-motivated to deliver	X		X		
Ability to anticipate situations and resolve issues		X	X		
Organisational skills with the ability to prioritise work to meet demands		X	X	X	
Written and verbal communication skills	X		X	X	
Qualification / Education / Training	E	D	A	I	T
GCSE level or equivalent.	X		X		
IOSH or desire to work towards		X			
Manual Handling Training or desire to work towards		X			
Business administration (or equivalent) qualification		X	X		

Key: A = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	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.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
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.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
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.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference