

Facilities Office Coordinator

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context

We are Facilities - a friendly, adaptable and reactive team, with a focus on quality whilst being proactive and reliable, here to serve CAP. We exist to support and serve the work of the charity in its Head Office environment. We aim to enable users of our Head Office building(s) to experience a safe, comfortable and enjoyable working environment.

Purpose

The role of the Facilities Office Coordinator is to offer coordination support to the Facilities Manager to ensure a professional service delivery of CAP's head office Facilities department.

Passion

We are extremely passionate about making and keeping CAP and its offices a great workplace, serving and supporting staff to achieve the charity's aims and objectives. We take pride in our work and strive for excellence.

Personality

In Facilities we are friendly, approachable and professional. We strive for excellence and are willing to adapt and respond in a role where no 2 days are the same. We want everyone who requires our services to experience excellent customer service and satisfaction.

Please note that due to the nature of this role, the successful candidate will be required to work from the office every day.

Role

Accountabilities

- Responsible for welcoming all staff and visitors to Jubilee House as a first point of contact
- Coordinating and assigning the day to day tasks of the Facilities Team through weekly and monthly rotas, ensuring all tasks are completed on time and to a high standard
- Ensure all tasks are documented to a high standard, containing any relevant information
- Prioritising the team workload, balancing the priorities of the team and responding to any unplanned/urgent needs or emergencies

- Involvement and responsibility for some internal projects and implementing new initiatives and efficiencies into the team alongside Facilities Manager
- Responsible for on-site coordination of external contractors, including ensuring the contractor log is up to date and all relevant paperwork is completed
- Coordination of the Event Space, with oversight of any bookings and a responsibility for liaising with event leaders around the use of the space
- Making any necessary purchases of supplies for Jubilee House within budget agreed with Facilities Manager
- Accepting and processing all incoming mail and deliveries, ensuring all necessary documents are delivered to the correct departments
- Responsible for recording the daily 'walkarounds' conducted by the Facilities Team Members internal and external to Jubilee House, including any potential issues (Health & Safety/Security) and general housekeeping issues, and ensuring these are actioned within a reasonable time
- Responsible for ensuring all Facilities tickets are responded to within agreed SLA's and with excellent communication
- Responsible for reporting urgent matters to the departmental director in the absence of the Facilities Manager
- Assisting the Facilities Manager with all administrative tasks, including writing reports and minuting regular meetings
- Responsible for recording all aspects of departmental work e.g. Contractor Management Log

Measurable Outputs

- Ensuring team workload and expectations are met daily
- Maintain a 90%+ response rate on our facilities ticket
- First aid and fire marshall trained (Qualified and remain up to date with refresher training)
- Action and record all Health & Safety (H&S) checks listed on H&S checklist. 100% (Weekly fire alarm test, monthly zone checks, H&S walkarounds, legionella etc)
- Manage all contractors whilst on site, ensuring that all contractors are adhering to the RAMS, and that the Contractor Management Log is completed consistently and accurately, with any actions being undertaken in a timely manner
- Recording of the daily 'walkarounds' are completed to a high standard as set out in 'Responsibilities'
- Hitting personal workload targets set by the Facilities Manager

Culture

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

Other responsibilities include

- Being willing to pray with staff and fully engaged with our Christ-centred culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer programme and other fundraising initiatives.
- Attending annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

Person

Education

GCSE Maths and English (A-C, 5-10)

Experience

- Essential
 - Experience of having to work using your own initiative
 - Experience of administrative work
 - Customer service and communication skills
 - A high standard of organisational skills
 - Knowledge of health and safety in the workplace
 - Excellent communication skills, confident using the English language both verbally and written
- Desirable
 - First aid trained/experience
 - Ability to deal positively with conflict situations
 - Experience in research and report writing

Skills/Abilities

- Servant Hearted
- Ability to multitask
- Be honest and reliable
- Ability to prioritise time, task and attention effectively
- Attention to detail, with a desire to maintain high standards of work
- The ability to work well under pressure
- Self disciplined and able to work on own initiative with the ability to make decisions without referral to line manager where appropriate
- Personable and friendly

- Excellent customer service
- Flexible and adaptable approach to work, with good problem solving skills
- Confident with record keeping
- Good IT knowledge/skill

Christian Commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values.
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

October 2023