Job Title: Facilities Administrator

Reporting To: Facilities Manager

Functional Responsibility: Administration

Location: St Stephen’s Shopping Centre – Hull

Staff reporting to position: None

Job Purpose:

The main purpose of the job is to support and assist the Facilities Manager and the facilities team in all office procedures and other tasks as assigned by the Facilities Manager.

To support and assist the Centre Management team with general reception and administration duties, as required.

General purpose:

Responsible for ensuring that all process and procedures appertaining to general office practices are adhered to at all times in line with company directives and client needs.

Specific Duties:

- Maintain confidentiality in all aspects of client and staff information
- Interact with staff, clients, suppliers and visitors
- Open, sort and distribute incoming correspondence, including faxes and email
- Issue responses to correspondence containing routine inquiries
- Perform general clerical duties to include, but not limited to, copying, faxing, mailing, laminating and filing
- Provide support to the Maintenance team on the raising and closing of reactive, PPM and scheduled job requests within the CAFM helpdesk (Concept Evolution)
- Utilise the CAFM helpdesk (Concept Evolution) system for the raising of purchase orders and the subsequent processing of the associated invoices for posting to Head Office on a weekly basis
- Prepare and collate all documentation for the monthly payroll of all on site staff
- Provide support to the FM in maintaining supplier matrices and the associated documentation
- Provide support to the FM in maintaining training matrices / records and back to work / self-certification documentation
- Order and maintain stock in relation to the facilities management service provision
- Attend team meetings and produce subsequent minutes / actions
- Produce hotel, weekend, weekday, tenant and ad-hoc car park passes as requested
- Where applicable, meet & greet including organising appropriate hospitality
- Where applicable, answer telephones and transfer to appropriate staff member
- Where applicable, provide assistance to the Centre Receptionist and Administrator
HEALTH, SAFETY, ENVIRONMENTAL & QUALITY

• To take reasonable care for the health & safety of yourself and of other persons who may be affected by your acts or omissions at work.

• To co-operate with the Company so far as is necessary to enable the Company to comply fully and at all times with its legal duties regarding health, safety and welfare matters.

• To familiarise yourself with the Company’s Health, Safety, Environmental and Quality Policies and to comply fully at all times with the Company’s health & safety, welfare, fire arrangements, in line with OHSAS:18001, ISO:14001, and ISO:9001 requirements.

• To report immediately all accidents involving injuries and illness verbally to your immediate superior and a First Aider and make or have made on your behalf, an entry in the Company’s Accident Book.

• Never to interfere with or misuse anything provided in the interest of health, safety or welfare.

• Never to use any machinery, work equipment, dangerous substance, transport equipment, system of work or safety device unless you have been authorised to do so and then only in accordance with any training received by you and any instructions provided to you.

• Never to perform work you are not qualified to do or have not been properly trained for.

• To inform the Company immediately of any work situation which you reasonably consider represents a serious and immediate danger to health & safety or represents a shortcoming in the Company’s arrangements for health & safety.

• To report to the Company any medical condition you have and any medication or substance you are taking which could affect the safety of yourself or others.

• To seek medical treatment for all injuries you sustain (no matter how slight they may appear).

• If required to complete and submit or have completed and submitted on your behalf, An Accident Report Form.

• If required, to co-operate fully and promptly with any accident investigation carried out by the Company.