

Job Description

Job title	Facilities Co-Ordinator	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To work alongside the client teams to deliver a high standard of service with an emphasis on continuous improvement. The role will be situated within the client office facilities and work directly with client stakeholder. Support new business and opportunities across the portfolio.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Full understand of scope of works/SLA and deliverables of service – with the ability to communicate both written and verbally these requirements.
- Full understand of the clients bespoke computerised maintenance management system and ability to monitor efficient control measures to ensure KPI's are achieved.
- To ensure the sub – contractor has planned and arranged sufficient manpower, material and equipment to do so with related works.
- Monitoring of works – this will include safety audits, observation audits and sensory checks on a regular basis and to ensure KPI's are achieved.
- Maintain and ensure all records are accurate, and held in accessible system
- Conduct periodic client reviews attend site reviews.
- Provide the interface between the sub – contractor and the client dealing efficiently and effectively with any issues, queries ensure that full traceability of actions is recorded
- To suggest improvements on the system, methodology followed better ideas for doing the job or part of it through daily / weekly meetings.
- Liaise regular with site Facilities Team
- To coordinate with other sections / departments / projects for any needed backup.
- Provide a monthly report to demonstrate service deliverance/and KPI's, feedback and improvements.
- Provide support in team approach manner for other services or demands of the business.
- Deal with issues promptly

Key Result Areas

- Point of contact for requirements relating to the Facilities core service matrix
- Point of contact for all cleaning requirements, include special cleans, programmes and additional resourcing.
- Inclusive of CMMS requirements
- Maintain maintenance programme for cleaning equipment, organising repairs
- Coordinate hospitality request and any catering issues

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- Facilitate Pest Site Visits / call outs – liaising directly with the site Co-Ordinator and arranging proofing works.
- Point of contact for civil works from start to completion
- Prepare and work with stakeholders to maintain audit standards.
- Liaise with Scaffold coordinator to define alternative solutions for working at height.
- Laundry issues, relabeling, ensuring sufficient stock available
- Managing and issuing work – wear and PPE
- * Food Safety inductions
- * Level 2 food safety training (completed in house)
- Safety support for area investigation/near misses.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Smart, presentable appearance
- Personable and approachable
- Good interpersonal and customer relationship skills
- Excellent written communication skills
- Good command of the English language both orally and verbally
- Clean, full driving license
- Experience managing people with proven track record in managing direct report
- Food Safety – level 2 at minimum, working towards level 4
- At minimum IOSH managing safely – must be prepared to work towards NEBOSH
- COSHH
- Good IT skills having knowledge of MS Projects (word processing, spreadsheets and project management tools)

Advantageous

- High level of interpersonal and customer relationship skills.
- Educated to HNC / HND Standard (or equivalent)
- Experience in similar role
- Knowledge of key operational management disciplines, e.g. quality control, work planning methods
- Continuous Improvement/5s/6 sigma

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- BIFM /Or proven facilities background
- Good sound knowledge and understanding with commercial and contractual issues
- HACCP an advantage

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	