

Job Description

Job title	Facilities Coordinator	Date
Reports to (title)	Facilities Manager	
Contract/Department	Siemens	Revision XXX
Location	Lincoln	

Job purpose

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

To support the Facilities Manager in ensuring compliance with the agreement between EMCOR UK and the client

Manage the service deliverables for all soft services to promote an ethos of teamwork and to instil a culture of continuous improvement

To provide administrative support to ensure that our workflow is delivered effectively and efficiently

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.

- Adherence to all EHS and client processes in a multi-use environment
- Proactive management of helpdesk tasks and ensuring SLA achievement
- Responsible for the day to day management of all soft services
- Overseeing & covering reception duties when required
- Carry out administrative duties for facilities which include KPI Auditing, collating records of quotations and formulating minutes of meetings
- Assist the FM to ensure all finance processes are followed and records kept up to date with regards to extra works quotations and budget management
- Ensuring all soft services & M&E log book processes and procedures are achieved
- Support the M&E Supervisor with ensuring the CAFM System and Asset Management database is kept up to date and regularly review
- Maintain and control stock levels of PPE, Office Stationery/Equipment
- All aspects of administration requirements for the FM team
- Develop and maintain relationship with suppliers and subcontractors
- To ensure that clients are subjected to minimum disruptions whilst FM works are carried out, leading communication distribution when required
- Act upon reasonable requests and instructions from the client, customer and peers/colleagues from all departments/service lines
- Assist the Operations Manager in administration duties for the account
- Assistance on other sites can be expected

Resource responsibilities

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

- Line management of our cleaning and reception, also management of all other soft services delivered by preferred suppliers which include catering, vending, pest control and workwear, etc

Person specification

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

- Full driving license
- Strong command of written and spoken English
- Knowledge of key operational procedures, e.g. supplier control, procurement, Health & Safety (IOSH Managing Safely & SIA license preferred but not essential as training will be provided)
- Line management/supervision of personnel
- Well organised with the ability to prioritise workloads
- Previous experience in a front facing customer service skills
- Sound administrative experience
- Excellent IT skills including all Office 365 software
- Willingness to travel for work as and when required

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.

- Smart, presentable appearance
- Personable and approachable
- Good communication skills in both verbal and written formats
- Must be willing to undertake further training

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
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Job Description

Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	