

Job Description

Job title	Accommodation Assistant	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

Reporting to the Accommodation Manager, the Accommodation Assistant will support the provision of a professional and dedicated relocation service across the contract. This should include the co-ordination of all aspects of the day to day movement of staff around the contract and updating of drawings and associated records accordingly.

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.

- Adhere to all EMCOR policies and procedures, in particular the PPE mandate
- Work alongside the Accommodation Manager in developing move plans and schedules
- Undertake and support space planning activities as required
- Assist in managing the day to day churn activity across the contract, to include a moves pack to guide building users throughout the move from initiation to completion
- Assist in ensuring all moves documentation is co-ordinated appropriately before, during and after each move
- Provide on-site moves coordination and post-move support including outside normal working hours, when required
- Ensure works are completed within contract SLAs via in house agility system
- Assist in the supervision of subcontractors in relation to moves as required and in accordance with all contract and EMCOR processes and procedures (particularly the PPE mandate)
- Develop relationships with related functions and trades (e.g. IT) to ensure all aspects of the move are carried out successfully
- Carry out customer feedback surveys
- Monitor and track furniture assets across the contract and update furniture asset list
- Implement and manage furniture stores inventory for contract London sites
- Work alongside other team members to provide a reliable, consistent service to the client. Respond to all requests in a timely manner
- Manage and update signage across the contract
- Track recycling and reuse of furniture
- Support future implementation of BIM model
- Provide cover for Accommodation Manager when required
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Resource responsibilities

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

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Person specification

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

Proven experience of managing small and large moves and changes within a corporate property portfolio Working experience of AutoCAD 2018 (essential) Experience and confidence to work independently and within a small team Proven knowledge of current building, health and safety welfare regulations Excellent verbal and written skills Working knowledge of Microsoft Office applications (essential) Highly motivated with exceptional customer care skills Flexibility to regularly work outside normal working hours as required Working knowledge of Microsoft Project (advantage) Flexibility to work outside normal working hours
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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 Description

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>	