

Operations: Senior Facilities Administrator

Location: Rossmore House / St Albans House, Leamington Spa

Reporting to: Operations Director (with dotted line to Operations Manager)

Role Purpose

This is a busy and varied role supporting all aspects of the building management and facilities at both studios. Working closely with the internal Facilities team and wider Administration team, the Senior Facilities Administrator is responsible for proactively ensuring that all administration relating to Facilities is kept up to date and accurate. This role will be based at both studios (possibly on a rota).

Key Responsibilities / Primary Accountabilities

Facilities

- Acting as a first point of contact for Facilities helpdesk queries and escalating to the Operations Manager / Operations Director as needed
- Compiling, issuing, and updating the weekly/daily job sheets for the Facilities and Maintenance Technician (FMT) & Facilities Assistant (FA)
- Updating the maintenance tracker and calendar with details of when maintenance or servicing is due to be carried out / has been carried out and booking the work in at both studios
- Updating and maintaining the Facilities contracts database
 - Proactively identifying when contracts are going to expire
 - Raising supplier performance issues with Operations Director
- Maintaining the Premises Files for both studios
- Planning in PAT testing at both studios and keeping records ensuring items are tested annually/bi-annually as required
- Assisting with the creation of Licence to Alter documentation for both studios
- Liaising with external parties and contractors as directed by the Operations Director (for e.g. booking in plumbers, electricians, decorators)
- Providing administrative support to the Operations Director on Facilities projects

Purchasing

- Purchasing of tools/facilities & maintenance services and H&S supplies and ensuring process and procedures, as set out by the Finance team, are followed at all times
- Raising purchase orders for contract renewals

Desk Moves

- Assisting with the planning and execution of desk moves at both studios – liaising with Facilities team, IT and Development teams
- Working with IT to ensure the seating plans at both studios are kept up to date at all times

H&S

- Maintaining the H&S Training records including booking refresher/renewals and updating with staff changes etc as needed before certificates expire
- Keeping the H&S file up to date including paper based and computer based filing e.g. field risk assessments
- Updating the Fire Lists, First Aider information at both studios in line with staff changes
 - Ensuring all Fire Wardens and First Aiders have sufficient supplies/resources
- Updating Facilities & H&S Sharepoint and Confluence pages as needed
- Updating the H&S Policy with minor changes (e.g. Fire Warden / First Aider changes)
- Schedule H&S Committee meetings, take notes and ensure all actions are completed

WFH/COVID

- Responding to WFH equipment requests including scheduling deliveries and sourcing facilities equipment
- Ensure the organisation is fully COVID secure and compliant - adhering to guidelines and procedures and updating relevant records

Other

- Providing Reception cover as needed throughout the day including lunch cover and holiday cover at either studio as needed
- Assisting with the coordination and delivery of staff onsite and offsite company events
- Contribute towards the PG Studio Newsletter each week (including formatting and issuing in line with the rota)

Experience required:

- Experience working in a Facilities, Estates or Property team in an administrative or coordination capacity
- Some knowledge of all aspects of building maintenance and facilities
- IOSH or equivalent H&S qualification
- Minimum of 5 years experience working as an Administrator
- Previous experience working on Reception or in a customer service role

Skills required:

- Confident and competent in Excel
- Experience supporting a busy team
- Able to work within minimal supervision
- Proactive
- Highly organised
- Detail orientated
- Able to use initiative
- Excellent problem solving skills
- Ability to look the bigger picture when making recommendations
- Able to demonstrate methodical approach to duties
- Process and procedure orientated