

Job Description

Post title:	Administrative Facilities Manager
Role:	Responsible for overseeing the administrative and regulatory operations of the organisation. This includes managing the planned preventative maintenance schedules, managing and monitoring maintenance/buildings budgets, overseeing customer service operations, and ensuring compliance with legal and regulatory requirements including Health and Safety.
Responsible to:	The Chief Executive
Place of work:	Stonehouse, Plymouth
Hours:	37 hours per week
Salary:	£28,000-£30,000
Pension:	Millfields Trust contributes 6% to an employee pension scheme. Full details will be provided

General Terms and Conditions

Hours of work:	Full time
Duration of post:	This is a permanent post; all new employees are required to complete a probationary period of 6 months
Holidays:	23 days/year (excluding Bank Holidays) rising by one day from year 2, with each year's service up to a maximum of 28 days
Location:	Usual place of work will be at our offices in Stonehouse, Plymouth.

Millfields Trust is an equal opportunities employer.

Main Duties and responsibilities:

The post will involve the following facilities duties:

1. Develop, implement and manage planned preventative maintenance schedules.
2. Liaise with tenants giving them notice of planned and scheduled works in a timely manner.
3. Manage and monitor maintenance budgets and ensure cost-effective operations.
4. Negotiate with contractors and tender contracts when needed, providing top-level decision-making reports for Chief Executive and Board.
5. In conjunction with the Chief Executive and Finance Manager assist in the preparation of the annual maintenance budget forecasts.
6. Ensure compliance with legal and regulatory requirements working proactively to engage staff and tenants where appropriate. Ensure that all statutory inspections are carried out.
7. Manage Health & Safety policy and procedures for the Trust and all its sites, keeping abreast of new legislation and updating records, staff and Directors accordingly.
8. Manage site security operations for all sites.
9. Support the maintenance team in areas such as fire alarm & emergency lighting test procedures.
10. Carry out all staff inductions and training requirements, both personal and company requirements. Maintain the HR files and undertake administrative HR duties such as recording leave, assisting in the recruitment of staff, and managing timesheets for temporary members of staff.

11. Ensure staff compliance with company policies and procedures.
12. Oversee customer service operations, including responding to customer enquiries, resolving customer complaints, and providing customer support.
13. Organise, implement, and manage the parking strategy and monitor to ensure compliance.
14. Coordinate, plan, and direct services that support the smooth running of an organisation.
15. Liaise with other team members to ensure effective operations of the business.

The post will involve the following administrative duties:

16. Develop and manage administrative policies and procedures ensuring that all administrative systems are maintained and day to day administrative tasks are kept up to date.
17. Supervise administrative staff and provide training and development as needed.
18. Greet and direct visitors, in a friendly and helpful manner. Deal with deliveries, answering the telephone, transferring of calls, and recording of messages.
19. Undertake all duties in respect of conference bookings. This will include taking and recording of bookings. In the absence of the Assistant Administrator this will include servicing of refreshments and preparing the conference rooms to a high standard.
20. Be the 'go-to' person for IT requirements/issues and liaise with relevant specialists to provide business solutions for the team.
21. Provide administrative support to the Business Development Managers.
22. Manage the recording and documentation of tenant files including maintaining and setting up systems to record information associated with tenants occupying and vacating business premises and making up and filing tenant documents. Including recording of signage changes.
23. To attend regular Trust meetings and undertake minutes as requested.
24. To assist the Chief Executive as Company Secretary of the Board of Directors, in the process of elections to the Board and in preparing documentation to be submitted to Companies House.
25. Maintain databases in respect of staff, members, Directors and waiting lists.
26. Recording of incoming mail and distributing accordingly. Filing incoming mail and archiving records when required.
27. Monitor and maintain stock levels for stationery and cleaning materials. Compile orders to re-stock and agree expenditure with the Chief Executive.
28. Administer the petty cash account and submit the final amount at the end of the month.
29. Liaise directly with tenants to quote for office cleaning services and produce cleaning contracts for tenants requiring office cleans.
30. Assist in organising events for the Trust as required. For example, AGM, open days, and charity fundraising events.
31. Assisting the Chief Executive in all aspects of the operation, maintenance, and promotion of Millfields Trust, Millfields Inspired and Makers HQ.

Person Specification

Education

Essential

- Good standard of education to A level or equivalent.

Desirable

- NVQ level 3 in Business and Administration.
- Management qualification
- Health and Safety at Work experience
- NEBOSH Health and Safety at Work Award or similar

Experience and Knowledge

Essential

- At least 2 years' administrative experience.
- Evidence of working within facilities management.
- Good understanding of general office administrative systems and processes.
- Good understanding of health & safety at work principles and legal responsibilities.

Desirable

- Knowledge of procurement of stock and maintaining stock levels.
- Knowledge of community interest companies (CIC's) and the Trusts' area of benefit.
- Knowledge and understanding of Equality and Diversity.
- Live in the Millfields Trust's area of benefit.

Skills and Abilities

Essential

- Good problem solving, organisational and administrative skills.
- Proficient in the use of Microsoft Office and good IT skills.
- Able to provide excellent customer service.
- Excellent numerical and literacy skills.
- Excellent eye for detail.
- Willingness to undertake training as and when required.
- Willingness to learn new skills.
- Able to work as part of a small team.

Desirable

- Experience of minute/note taking.
- Experience of managing a small team

Personal Qualities

- Flexible
- Team player
- Self-motivated