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| Job Title | Facilities Administrative Officer |
| Responsible to | Head of Finance & Business Support |
| Hours of Work | 20 hours per week over 4 days Tue- Fri 9.30-15.00  Overtime may be available for busy periods. |
| Salary | NJC Scale Point 23 £27,741 per annum (pro rata) |
| Contract | Fixed Term for 12 months |
| Location | Juno Women’s Aid premises including co-location with statutory partners and community partnership locations. |
| Date Revised | June 2021 |

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| **JOB PURPOSE**  Juno women’s’ Aid are looking for an organised and practical administrator to take on the role of managing and best utilising our current facilities and equipment.  This post is temporary for a year to relieve existing staff who cover this work during an exciting period of expansion for the organisation. |
| **What we can offer you**   * This is an opportunity to move into this area of work if you do not have direct experience of this from a work setting but feel you have the transferable skills needed. * IOSH Managing Safely (or refresher or equivalent) and internal training will be provided to the successful candidate. * Family friendly hours and supportive environment. * Rewarding work that will enable Juno to provide a better service to the women and families who use our services and to our brilliant staff team. |
| **About Juno’s Facilities and Equipment**  Juno staff work from 3 rented office buildings across Nottingham and a number of community venues. A number of residential refuge and supported accommodation properties are managed with a variety of responsibilities between landlord and Juno. Equipment owned is largely office furniture and storage, residential furniture and IT computers, laptops, desk and mobile phones. Most operational staff work in the community returning to offices in between. An IT support service is contracted out, the post holder will work with this company re IT inventory equipment purchase, repair and management.  **Please read about Juno’s wider work on our website** |

# **PRINCIPLE DUTIES AND RESPONSIBILITIES**

1. Working with existing staff, to manage and oversee implementation of all health and safety processes for Juno.
2. Develop and maintain administrative systems within the organisation to ensure smooth running of the cataloguing, ordering and issuing of all equipment. This will include:
3. Tracking repairs needed, missing and broken parts, future planning of needs, creation and maintenance of inventory and review and write-off of obsolete items.
4. Working with HR and finance to order prepare and issue equipment such as laptops phones and adaptive equipment for desks to new staff, manage the return of such equipment for staff who are leaving and the repair and replacement of equipment for existing staff.
5. Manage all work relating to maintenance, repairs and facilities related items. This includes:
   1. Obtaining quotes,
   2. Seeking best value[[1]](#footnote-1),
   3. Establish list of trusted suppliers, review all existing suppliers (including utilities) and work with colleagues to make recommendations for change as necessary.
   4. Work with the Finance Administrator to raise orders, chase and challenge invoices, log quotes.
   5. Work with the Finance Officer and other colleagues to budget for projects such as an office move and the planned preventative maintenance (PPM)[[2]](#footnote-2) plan for the new or existing offices as applicable.
   6. Supporting staff in managing issues as they arise with liaison with landlord and the booking of suitably qualified and appropriate contractors to rectify issues.
   7. Organising the supervision and checking of all facilities related work.
   8. Sharing information and guidance with all staff on the operation of existing and new systems e.g. phone system.
6. Work with the accommodation services manager to:

a) Ensure equipment that Juno needs to supply complies with most recent landlord responsibility requirements;

b) That utilities and office equipment for accommodation services are up to date and operational;

c) Be a key part of any project team planning the operation of any new accommodation based services.

1. Establish and maintain relationships with Landlords and their representatives, to review existing leases, and be familiar with their terms and conditions. To report issues, follow up work, and keep landlords up to date with relevant information. To take part in tenant meetings as applicable.
2. To be familiar with current terms of insurance, work with colleagues to place claims as necessary, contact insurers to amend the terms if circumstances change. To review insurance quotes annually to ensure Juno is receiving best value.
3. Work with the ~~Juno~~ Special Projects Manager and project team, to manage a potential office move with responsibility for reviewing and commissioning/ cancelling all existing utilities, working with a company to design desk and office layout, ensuring staff pack and label items for the move, booking a removals firm, overseeing the physical move itself. Risk assessing the move. Risk assessing the new office rooms and updating H&S procedures accordingly.
4. To produce, update and maintain a 5 year planned preventative maintenance schedule for Juno Women’s Aid areas of responsibility for any new or (if applicable) existing offices.
5. Use a variety of computer packages to produce accurate, well presented documents and reports as required. Be prepared to minute meetings, obtain authorisation, and then distribute.
6. Assist with archiving and tidying activities to create and maintain a safe working environment for all.
7. Be aware of the requirements of GDPR and other legislation, ensuring confidentiality of information in respect of records maintained and tasks undertaken.
8. To undertake appropriate in-service training as identified by self and line manager and to keep up to date with issues relating to domestic violence.
9. To comply with Juno Equal Opportunities statement of intent and practices at all times and to ensure effective implementation of anti-oppressive practice throughout the organisation.
10. To abide by the Aims and Objectives of Women’s Aid Federation England of which the organisation is a full member.
11. As required by Health and Safety at Work legislation, to take care of one’s own health and safety and that of other employees and to ensure that the organisation complies with it’s statutory duties.
12. To attend meetings and produce concise minutes and actions.
13. Any other tasks/duties as requested by line manager which will fall within the general responsibility and grade of this post.

**Other:**

1. This post is subject to completion of a six-month probationary period.
2. Must be able to visit sites and work across Juno Women’s Aid sites as required.
3. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**Application:**

1. When completing the application form, please use clear examples of how your experience, ability, skills/transferable skills, meet the requirements detailed in this Person Specification below.
2. Please include examples from paid or voluntary work/activities or other 'life' experiences.
3. This information will be used as a basis for shortlisting.
4. Where you don’t meet the requirements of the post currently, please explain how you intend on doing so, for instance via training and commitment to personal development.

**Person specification – Facilities Officer**

**Who are we looking for?**

1. The post holder will be someone willing to learn about practical things so that they can manage and challenge contactors, landlords and triage and handle problems internally before seeking solutions elsewhere.
2. We are not expecting the post holder to do hands on DIY, but we are expecting them for instance to be able to read and understand contractors quotes and specifications, oversee work in progress and not be afraid to get the masking tape out to provide a temporary fix. *If you have successfully managed e.g. a home renovation or extension build, then this may be the post for you!*
3. The post holder will need strong administrative and management skills to manage the inventory and equipment of this growing organisation and to manage a potential office move. They will need the confidence to interrogate and challenge detailed utility bills and contracts, landlord’s responses to requests for work, or insurance details and clams. Attention to detail and accurate record keeping are key.
4. Someone who will be able to review and update out of date or inefficient systems and induct all colleagues into their use. So someone who will take pride in improving our work and the service we offer.
5. The post holder will have basic-intermediate Excel, Word and Outlook skills and be able to use databases to log and track information.
6. Working with a business support administrator the post holder will lead on health and safety for the organisation, training will be provided but the basic ability to assess the risk in any situation and implement sensible and practical solutions will be key.

**Key to Table**

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| **A** | **Application areas will be used to shortlist** |
| **I** | **Tested at Interview Stage** |
| **T** | **Test[[3]](#footnote-3)** |

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| **AREA OF RESPONSIBILITY** | REQUIREMENT | **MEASUREMENT** | | | | |
|  | **A** | **I** | **T** | **D** |
| **1 Administrative** | Attention to detail and high degree of accuracy. |  | √ | √ | √ |  |
| Ability to update, devise, and maintain manual and computerised record systems. |  | √ | √ | √ |  |
| Ability to work within strict procedural guidelines. |  | √ | √ | √ |  |
| **2. Management** | Ability to strategically plan and manage both complex and simple operations concurrently using available resources effectively. |  | √ | √ | √ |  |
| Ability to risk and impact assess situations and suggest temporary, medium and long term solutions. |  | √ | √ | √ |  |
| 3 Communication | Ability to communicate effectively verbally and in writing including when implementing change. |  | √ | √ | √ |  |
| Sensitive to the needs of the organisation, ability to plan work to prevent interruption of core operational activity |  | √ | √ | √ |  |
| Able to grasp and challenge complex information in verbal and written form. |  | √ | √ | √ |  |
| **4 Confidentiality** | Ability to maintain confidentiality. |  | √ | √ | √ |  |
| Aware of how the nature of Juno’s work needs to impact its office and system designs. |  | √ | √ | √ |  |
| **5 Teamwork** | Build effective relationships with internal and external staff and contacts. |  | √ | √ |  |  |
| Work with wider management team to plan work around wider organisational objectives and operational necessity. |  | √ | √ | √ |  |
| **6 Initiative** | Ability to work on own initiative. |  | √ | √ | √ |  |
| Prioritising and organisational skills |  | √ | √ | √ |  |
| To seek help from colleagues in order to ensure the best outcomes. |  | √ | √ | √ |  |
| **7. Information Technology** | Ability to use information technology e.g. Word, Excel, SharePoint, databases, internet, email. |  | √ | √ | √ |  |
| **8 Equalities** | A commitment to Juno’s equality and diversity policy. |  | √ | √ |  |  |
| **9 Other** | A willingness and ability to attend meetings in places outside Juno[[4]](#footnote-4) |  | √ | √ |  |  |
| **10 DBS** | Must have enhanced DBS clearance |  |  |  |  | √ |

1. Please look up the phrase ‘Best Value’ so you understand what it means. [↑](#footnote-ref-1)
2. Please look up the phrase ‘Planned Preventative Maintenance’ so you understand what it means. [↑](#footnote-ref-2)
3. Test at interview will not presume prior knowledge but will seek to test transferable skills listed in the person specification. [↑](#footnote-ref-3)
4. The post holder is not required to have access to a car, but will need to operate and attend all relevant Juno offices and bases as needed to carry out their work. [↑](#footnote-ref-4)