

Job Title	Facilities Assistant (JD73)
Job Purpose	Responsible for assisting and supporting the delivery of a facilities management service.
Accountabilities	<ul style="list-style-type: none"> <li>• Support the facilities helpdesk, answering emails, telephone calls and dealing with staff and visitors face to face promptly and efficiently, covering reception, recycling, meeting room management.</li> <li>• Maintain the facilities helpdesk system by logging and carrying out tasks and tracking and ensuring tasks are completed within agreed response times.</li> <li>• Manage the booking of meeting rooms.</li> <li>• Assist with the production and issuing of ID access cards.</li> <li>• Work with onsite facilities management team in regard to the in-house ID/security system.</li> <li>• Assist with management of Facilities Management contracts.</li> <li>• Attend meetings with contractors and suppliers.</li> <li>• Raise purchase orders using and/or order on line. Take receipt of goods/supplies, check off and receive or return as appropriate.</li> <li>• Maintain follow up systems with suppliers and contractors and ensure prompt payment of invoices.</li> <li>• Carry out building maintenance duties including caretaking and minor DIY. Liaise with associated contractors and escort where appropriate; minor office moves and maintain “churn” records of desk allocation.</li> <li>• Carry out daily office housekeeping inspections, removing trip hazards and ensuring the office is of professional appearance. Report any safety issues that cannot be resolved to appropriate authorities.</li> <li>• Proactively ensure high standards of good house-keeping on all floors.</li> <li>• Carry out fire warden duties.</li> <li>• Ensure first aid kits are complete and accessible.</li> <li>• Assist with the initial control of emergency situations, including liaison with the emergency services and ensuring staff safety in accordance with CQC’s emergency response plan.</li> <li>• Administer the office Post Room services.</li> <li>• Order, replenish and distribute stationary and consumables.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with photocopying, filing, collation and distribution.</li> <li>• Ensure the use of equipment on site is compliant with health and safety.</li> <li>• Manage confidential and recycled waste in line with organisational guidelines.</li> <li>• Have the appropriate knowledge, skills and experience to actively promote diversity and equality of opportunity, treat everyone with dignity and respect and avoid unlawful discrimination.</li> </ul>
<p>Specific skills and experience</p>	<ul style="list-style-type: none"> <li>• Extensive experience of a facilities management environment providing a full range of services, including building maintenance; health &amp; safety, fire drill, evacuation and lifting and carrying, cleaning and catering and meeting room management.</li> <li>• Experience of handling minor office moves and interface with IT for voice and data requirements.</li> <li>• Ability to support the Business and Programmes Manager in a variety of initiatives.</li> <li>• Proven track record of being proactive and the ability to act independently.</li> <li>• Experience at building relationships with facilities management suppliers and landlord's agents.</li> <li>• Proven ability to deliver high quality work.</li> <li>• Experience of purchase order or similar financial ordering systems.</li> <li>• A working knowledge of financial and Human resources policies and practises.</li> <li>• Able to do significant manual work, lifting paper, managing stationary, etc.</li> <li>• Follows procedures instructions for carrying out tasks.</li> <li>• Able to use the IT system.</li> <li>• Good verbal and written communication skills.</li> <li>• Understands the bigger picture and can make the link between issues.</li> <li>• Able to think and act to develop practical, innovative and creative solutions to the management of practical issues.</li> <li>• Able to analyse risk and benefit within a fast-paced environment, and to reassess priorities on a continual basis.</li> <li>• Able to actively promote and protect equality, diversity and human rights through the duties of the role.</li> </ul>

## Values & Behaviours

### **Excellence**

In my work for CQC:

- I set high standards for myself and others, and take accountability for results
- I am ambitious to improve and innovate
- I encourage improvement through continuous learning,
- I make best use of people's time, and recognise the valuable contribution of others

### **Caring**

In my work for CQC:

- I am committed to making a positive difference to people's lives
- I treat everyone with dignity and respect
- I am thoughtful and listen to others
- I actively support the well-being of others

### **Integrity**

In my work for CQC:

- I will do the right thing
- I ensure my actions reflect my words
- I am fair and open to challenge and have the courage to challenge others
- I positively contribute to building trust with the public, colleagues and partners

### **Teamwork**

In my work for CQC:

- I provide high support and high challenge for my colleagues
- I understand the impact my work has on others and how their work affects me
- I recognise that we can't do this alone
- I am adaptable to the changing needs of others