

Job Title	Facilities Assistant
Department	Facilities Management, Operational Support
Reports to	Facilities Manager
Grade	Grade 3
Purpose & Overview	<p>This role is responsible for providing support to ensure facilities services are provided in an effective and efficient manner, as well as being an additional point of contact for the Facilities department.</p> <p>You must also always demonstrate a high level of WWU security awareness and have knowledge of emergency evacuation procedures (BCM) and Health & Safety requirements under the Health & Safety at Work Act.</p>
Key Accountabilities	<ul style="list-style-type: none"> - Ensure the delivery of Facilities Management (FM) services to a high standard, maintain all records, and update the in-house tracker. Discuss with Facilities colleagues that will continuously improve all aspects of FM operations – Support WWU, responsible for all external contractors in the building and depots as and when required, Cleaning, (Soft Services), Catering, (Soft Services) Plant Maintenance (Hard Services) and Pest Control (Soft Services) ensuring all SLA's and KPI's are maintained. – The ordering and upkeep of first aid stocks and eye wash in the building, liaise with NSM and depot clerks on their requirements. Liaise with SCC on all printer enquires and ordering the consumables, serving and up-keep of letter folder machine and ID card printer. – Assisting WWU with office moves and other general ad-hoc projects. – Ordering new furniture as and when required, obtain costs if over procurement threshold. – Maintain welfare arrangements. – Organise and maintain records for PPM's (Planned Preventative Maintenance) also maintain records and rent, Council tax payments liaise with all other stakeholders to support.

- Contact for WWU reactive mailbox ensuring jobs are raised maintained and regularly monitored – Update WWU reactive mailbox on completed jobs.
- Ensure attending contractors onsite have authority to work and have provided the correct health and safety documentation to commence work (RAMS) Permits as and when required.
- Support and assist the Facilities Manager and Assistant Facilities Manager with administration requirements.
- Support in the managing of contractors, contracts and suppliers as directed to ensure service delivery, this includes waste management.
- Support with general health and safety duties including Fire and Legionella risk assessments, contractor accreditations and insurances to support procurement.
- Attend training and course as directed by the Facilities Manager, this will always be to support your role and ongoing progression.
- To proactively work towards promoting our core business values.
- Assist with maintaining the property to an acceptable condition utilising the approved external M&E, cleaning, grounds & waste services, and security contractors respectively ensuring that the site / depots are always fully operational.
- Assist with the Environmental team to ensure targets are met such as recycling targets and any issues are resolved. Record all recycling data and file transfer notes and waste registrations appropriately.
- Support with the preparation for Health & Safety and Environmental and ISO audits support when required.
- Carry out / support the building fire drills and ensure a maintained fire marshal system, arrange Fire / First Aid training with staff in line with legislation, working with Training department, Depot Clerks and NSM's.
- Ensure that Procedures are adhered to in relation to all purchase requisitions and invoices within Facilities and the wider business.
- Ensure signage on site appropriate and current at all times / annually and all depots working with NSM's.

	<ul style="list-style-type: none"> – Demonstrate permanent high level of security awareness business (BCM), knowledge of emergency evacuation procedures as well as general Health & Safety requirements – Cover Reception as and when required
Technical Know-How & Skills	<ul style="list-style-type: none"> – Excellent written and spoken communication abilities – Excellent interpersonal skills – The ability to work under pressure. – The drive to work pro-actively independently and as part of a team – Collaborative working style – The ability to multi-task effectively and manage workload with excellent attention to detail - IT Literate and proficient in Microsoft Office (especially Excel) - Good understanding of M&E - Demonstratable understanding of SAP, purchasing, invoicing & procurement processes