

Job Title: Facilities Administration Coordinator
Reporting to: National Facilities Manager
Direct Reports: 4
Job Band: Band 5
Size of Team: 8

The Facilities Administration Coordinator is responsible for coordinating and developing the business processes to manage and deliver the estates Planned Preventative Maintenance regime & manage the frontline Help Desk thus ensuring the SJA Estate is legal and compliant; together with the day to day organisation and leadership of the Facilities Administration Team.

Key Responsibilities

- Day to day organisation and leadership of the Facilities Administration Team including routine management tasks such as recruitment, induction, one to ones, PDR's, routine team meetings, training and welfare.
- Responsible for the functional management of the Facilities Administration Team to support the facilities management structure by making a strong contribution to the effectiveness of the business.
- Effective data capture using the appropriate facilities management IT solutions, national facilities information management and the collation and presentation of reports, KPI's etc to demonstrate and influence the management of business performance.
- Collation of incoming information and use of reports to identify potential service failures and effective communication with wider National Facilities Services team to prevent them.
- Ensure compliance with all appropriate policy and procedures to deliver a consistently high standard of facilities administration and service to internal & external customers.
- Management of the facilities admin team to ensure all planned maintenance is completed and recorded in a timely manner in line with SJA, Statutory & Regulated requirements.
- When required, to liaise with a range of internal and external partners / customers / suppliers including statutory services, local authorities, other delivery partners, internal salaried and volunteer staff.
- Provide first point of reference for the Facilities Administrators regarding facilities maintenance or invoice queries and liaise with the regional facilities managers / regional facilities coordinators to identify suitable solutions.
- Promote industry best practice and continuous improvement in facilities administration management.
- Assisting with budgets and preparation of financial information relating to the delivery of facilities services.
- Implement a performance management culture in line with SJA policies, including making sure that 1-1s, performance and development reviews and team meetings take place regularly and with recorded outcomes and actions
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Be willing to travel and work out of normal office hours when required

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C), minimum of 5 including Maths & English	✓	
Experience		
Use of computerised systems; Relevant planning systems, data input and applications	✓	
Experience working in a team	✓	
Dealing with internal and external queries	✓	
Proven experience in developing and maintaining customer relationships	✓	
Coordination of a busy office based team that supports a delivery operation	✓	
Experience in facilities management		✓
Experience of leading and motivating a team of administrators		✓
Ability to prioritise workload, delegating tasks to other individuals as appropriate	✓	
Familiar with working in an environment where financial performance is key to the teams and the organisation's success	✓	
Experience of working with volunteer workforce	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Excellent written and verbal communication skills	✓	
Ability to prioritise and attention to detail	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: JK

Date of preparation: 01/03/2019



BE PART OF A LIFE SAVING TEAM

