



JOB DESCRIPTION

Updated: November 2024

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| JOB TITLE: | Facilities Co-ordinator |
| HOURS: | 37.5 hours per week |
| PAY BANDING: | |
| TERMS: | Permanent |
| REPORTING TO: | Facilities Director |
| RESPONSIBLE FOR: | N/A |

ROLE PURPOSE

To assist in the day- to- day operational running of Millennium Point as a multi - use, multi -tenanted building.

To support the Facilities Team to ensure the building is safe, maintained to the highest standard and in line with all relevant statutory requirements/legislation, whilst ensuring the best level of customer service through the delivery of Facilities Management services for Millennium Point Property Ltd (MPPL), its tenants and visitors.

KEY RESPONSIBILITIES

SYSTEMS

- Managing the CAFM system, monitoring jobs releasing jobs and running reports for the management team to analyse.
- Act as the CCTV Data Controller and monitor contractor compliance with the CCTV Policy, set by Millennium Point. Manage any CCTV Subject Access Requests, in compliance with GDPR, as directed by the GDPR Manager and following any legal advice.

CONTRACTOR MANAGEMENT

- Day to day administration and co-ordinating of contactors, suppliers and maintenance works.
- Assist in chasing all remedial works from statutory maintenance visits and ensuring these are tracked and completed in a timely manner.
- Assist in driving the performance of the contractors, consultants and associated supply chain.
- Managing and coordinating the actions arising from regular audits carried out by the Facilities Management Team; i.e. the contractor’s paperwork and PPM regimes.
- Assist in the monitoring of reactive calls and proactively chasing the contractor for speedy resolutions.

FINANCIAL

- Raising of Purchase Orders and preparing back -up paperwork for invoices for review.
- Assist in reviewing monthly payment applications in preparation for sign off by the Facilities Director.
- Ensure compliance with all Finance Regulations and processes as directed by the Finance Director.



ADMINISTRATION

- First point of call for queries and escalations, managing all calls coming into the FM Office
- Assist in the monitoring and updating of statutory compliance tracker/PPM tracker and project tracker.
- Assist in the management and control of the electronic filing system, including drawings, leases and contracts.
- Producing minutes and action trackers and monitoring progress of works as directed by the management team.

HEALTH & SAFETY

- Monitor the effectiveness of the Control of Contractor Process and ensure that all contractors working on site have up to date and relevant risk assessments and method statements (RAMS), whether these are generic or bespoke to a task.
- Ensure that before any contract work is scheduled, the associated RAMS are reviewed and approved by either the Facilities & Compliance Manager, H&S Manager or Head of Technical Services as appropriate.

OTHER

- The post-holder will be responsible for ensuring all Facilities activities carried out by them are GDPR compliant as governed by the GDPR.

Confidential



PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE |
|--------------------|--|---|
| QUALIFICATIONS | <ul style="list-style-type: none"> → Educated to A level or equivalent → Excellent standard of written English and Numeracy. | <ul style="list-style-type: none"> → Educated to degree level in a relevant discipline → ABIFM (or working towards) → NEBOSH or IOSH qualified |
| EXPERIENCE | <ul style="list-style-type: none"> → At last 2 years' experience in a Facilities administration role or environment → Demonstrable experience of monitoring maintenance contracts and regimes → Demonstrable experience of managing contractors and consultants → Experience of using system and procedures | |
| KNOWLEDGE & SKILLS | <ul style="list-style-type: none"> → Good communications skills – both written and verbal with the ability to liaise at all levels → Ability to manage multiple tasks → Attention to detail → Knowledge of Microsoft office systems – including PowerPoint, Outlook, Excel and Access. → Ability to work under pressure, to tight deadlines, maintaining confidentiality and prioritising personal tasks. → Ability to communicate, negotiate and influence at all levels → Excellent time management and scheduling skills | |



COMPETENCIES

| COMPETENCY | REQUIRED BEHAVIOUR |
|--------------------------|--|
| LEADERSHIP | |
| STRATEGIC VISION | <ul style="list-style-type: none"> • Knowledgeable of Millennium Point vision, strategy, and direction across all areas and ability to relate this to own portfolio of activities |
| LEADING & INFLUENCING | <ul style="list-style-type: none"> • Inspires staff and business contacts to engage fully with the long-term vision and purpose of Millennium Point • Actively promotes Millennium Point’s reputation externally and internally – publicises successes widely |
| CONTEXTUAL ASUTENESS | <ul style="list-style-type: none"> • Understands the underlying social, political and historical factors influencing Millennium Point and uses this understanding to achieve required aims. • Knows who the key influencers are and how to go about involving them to shape activities and deliver results across the organisation. • Understands the formal and informal mechanisms and relationships that make up the decision making process of the organisation. • Identifies the relevant interest groups, networks and groupings |
| MANAGEMENT | |
| DELIVERING RESULTS | <ul style="list-style-type: none"> • Develops contingency plans to address unexpected developments – adjusts quickly when things change and takes prompt corrective action when things begin to divert from plan • Consistently delivers on time and to standard |
| MANAGING PERFORMANCE | <ul style="list-style-type: none"> • Regarded by others as an effective role model for performance, continuous learning and self-development. |
| PERSONAL DELIVERY | |
| COMMUNICATION | <ul style="list-style-type: none"> • Consistently communicates effectively with individuals at all levels from both within and outside of Millennium Point • Communicates with confidence, credibility, and tact at all times |
| RELATIONSHIPS | <ul style="list-style-type: none"> • Encourages inter and intra-organisational collaboration • Builds and maintains effective relationships to optimise success • Actively promotes knowledge sharing across the organisation |
| CUSTOMER FOCUS | <ul style="list-style-type: none"> • Displays a strong commitment to making service performance improvements • High-level awareness of the needs of internal and external customers • Outstanding internal and external customer service skills |
| DECISION MAKING | <ul style="list-style-type: none"> • Handles complexity and identifies the heart of problems to create clarity and act decisively • Combines a range of business information to identify key issues and risks • Recognises when decisions can be taken and when they need to be deferred to a higher level |
| SELF-MANAGEMENT | |

SELF-AWARENESS

SELF-CONFIDENCE

- Understands the likely implications and impact of emotions and actions, both on self and others in a range of situations.
- Is aware of own personal strengths and development needs
- Learns from experiences and takes action to modify own behaviour
- Accepts constructive criticism
- Is open to change
- Acts with confidence and self-assurance
- Takes on stretching challenges that others may back away from
- Prepared to challenge the status quo and others in positions of power in pursuit of a specific goal

INTEGRITY

- Demonstrates a sense of commitment to openness, honesty, inclusiveness, loyalty and high standards
- Ensures confidentiality is maintained at all times

ADAPTABILITY / FLEXIBILITY

- Actively seeks out news ways of doing things in pursuit of continuous improvement
- Embraces and promotes new approaches when appropriate
- Shows willingness to lead and implement change as the organisation evolves
- Shows tolerance for ambiguity and unstructured situations
- Changes plans, goals, actions and priorities to deal with unpredictable or unexpected events, pressures, situations and job demands

SELF-CONTROL

- Manages own responses and reactions carefully when faced with demanding situations.
- Remains objective and stable

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