



JOB DESCRIPTION

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| JOB TITLE: | Office Facilities Assistant |
| LOCATION: | Newlon House, Hale Village |
| SALARY: | £28,316 per annum plus eligibility for performance related bonus |
| REPORTING TO: | Office Facilities Manager |

ABOUT THE ROLE

This role is to provide a counter/reception service at Newlon's Head Office, and to assist the Office Facilities Manager, in maintaining and managing high quality office facilities at the Group's Head Office whilst:

- delivering Newlon Gold service standards to all users of the building
- enhancing and promoting the Newlon brand and business interests

In addition to some administrative office tasks, this role may include some physical work e.g. office portage as required, including office moves, furniture moves, deliveries and collections and tidying up parts of the building.

SPECIFIC TASKS AND RESPONSIBILITIES

| Key Tasks and Responsibilities | | Performance Standards |
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| 1. | To support the organisational efficiency through proactive reception and administrative assistance | <ul style="list-style-type: none">• To be the first point of contact for dealing with all customer inquiries. All reception callers and visitors to be dealt with in a courteous, friendly manner and their query dealt with or referred as appropriate in line with Newlon Gold Standards.• Coordinate front-desk activities and manage information flow to ensure timely and accurate communication across the organisation.• Responsible for sorting and distributing incoming post in a timely manner and preparing the outgoing post (this will involve franking) for evening dispatch.• All courier and taxi requests are actioned in a timely manner and booked with the correct departmental code.• Reception area, and interview rooms to be maintained in a clean and tidy condition. Persistent problems and patterns to be reported to the Office Facilities Manager.• Safety and security to be monitored in Reception area and action taken according to procedure.• All administrative records and information processed promptly and accurately.• Maintain confidentiality of information relating to tenants, clients and other customers.• Use of Dynamics - use information on Dynamics to provide relevant advice to residents.• Use of Dynamics- log information and advise cases and all application forms from residents and assign them to the relevant departments. |

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| | | <ul style="list-style-type: none"> • Booked oyster cards issued to staff and monitored to ensure they are returned in line with procedure; oyster card usage spot checked and any discrepancies flagged up to the Office Facilities Manager. |
| 2. | To ensure the stationery room and mini stationery cupboards are well stocked, tidy and to meets the needs of Newlon's staff. | <ul style="list-style-type: none"> • Stationery cupboard tidied on a weekly basis and all empty packaging removed for recycling. • Monitor and maintain stationary stock levels. • Replenish stock in the mini stationery cupboards at the print zones on a weekly basis. |
| 3. | To ensure office facilities and services are maintained to a high standard that meets the needs of Newlon staff | <ul style="list-style-type: none"> • Assist members of the Facilities Team with requests, as required and to ensure that Housekeeping standards are maintained within the building. • Provide critical administrative support to facilitate smooth team operations. • Catering supplies (Milk, tea, coffee and sugar)are monitored to ensure availability and replenished at the tea point on a weekly basis. • Carry out weekly building checks, faults in the building to be reported to the Office Facilities Manager. • Repair jobs for the building to be raised on Dynamics upon the Office Facilities Manager's request. • Assist in Facilities project coordination while maintaining front-of-house responsibilities. • Security access cards created/cancelled and appropriate access administrated. • Opportunities to save money and energy flagged up to the Office Facilities Manager. • Opportunities to improve processes identified to Office Facilities Manager. • Ensure all equipment are maintained and in good working order. |
| 4. | To participate in the team activities and to contribute to maintaining an effective work-place | <ul style="list-style-type: none"> • Full participation in team meetings and other events. • Contributions made to planning and achieving Departmental objectives. • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to. • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers. • Objectives of reliability, consistency, speed and awareness built into all activities • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities. • Collaboration across teams actively promoted at all times. |

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| 5. | Health & Safety | <ul style="list-style-type: none"> • Newlon's Health and Safety Policy and procedure enforced in office environment. • Act as a designated First Aider and Fire Warden for the office, ensuring the safety and well-being of all staff and visitors. • Carry out periodic visual inspections of all plant and equipment including, fire fighting equipment, fire routes and fire doors to ensure they are unhinged. • All office hazards identified and dealt with promptly. • All activities carried out in compliance with Health and safety procedure. • All personal safety requirements are met and any training needs raised with the Office Manager. • Collate a weekly lone working activities report and send to relevant Managers. • Carry out Facilities building Inductions for staff. |
| No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document. | | |