

JOB DESCRIPTION

JOB TITLE:	Facilities Officer
LOCATION:	Newlon House, 4 Daneland Walk, Tottenham N17 9FE
SALARY:	£34,344 per annum plus eligibility to earn up to 5% Performance Related Bonus
REPORTING TO:	Office Facilities Manager

MAIN OBJECTIVES

This role supports the Office Facilities Manager in maintaining and managing efficient and well-run office premises and facilities. It covers day-to-day building operations, health and safety compliance, and ensuring a safe, secure, and well-maintained environment for staff and visitors, while:

- Delivering the Newlon Way service standards to all building users
- Enhancing and promoting the Newlon brand and business interests

In addition to some administrative office tasks, this role will include some physical work e.g. Moving furniture, distributing and storing deliveries in their appropriate areas, tidying parts of the building.

SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To assist with the management of the Group Head Office to the highest standards and deliver excellent services to all users of the building	<ul style="list-style-type: none">• Assist with the day-to-day running of the Head Office to ensure it is safe, clean, secure, and fit for purpose.• Monitor and report building faults, escalating to contractors and ensuring resolution in line with SLAs.• Maintain Planned Preventative Maintenance (PPM) records and analyse data for repeat failures and improvements.• Support office moves, furniture installations, and storage arrangements.• Ensure ID cards, and security systems (CCTV, access control) are effectively managed.• Identify opportunities for cost savings, energy efficiency, and process improvements.• Maintain and troubleshoot office equipment such as printers and meeting room technology.• Work across multiple sites.

Key Tasks and Responsibilities		Performance Standards
2	Health, Safety & Compliance	<ul style="list-style-type: none"> • Ensure compliance with statutory requirements including legionella, fire safety, PAT testing, lifts, and mechanical/electrical systems. • Act as designated First Aider and Fire Warden. • Conduct visual inspections of office facilities, including firefighting equipment, fire routes, and emergency exits. • Carry out facilities building inductions and health and safety onboarding for new staff. • Support emergency procedures, drills, and incident response. • Carry out Display Screen Equipment (DSE) assessments for new and existing staff.
3	Financial & Administrative Support	<ul style="list-style-type: none"> • Process purchase orders, invoices, and maintain budget records as required. • Assist in monitoring facilities budgets and tracking expenditure. • Maintain facilities records, asset registers, and contract documentation.
4	To support Newlon's Transport policy through the administration, issue and monitoring of parking permits, fobs and Oyster cards	<ul style="list-style-type: none"> • Car park permits are issued in line with procedure and recorded correctly. • Oyster cards are booked, issued and returned in line with procedure. • Parking Permits and fob logs are regularly checked for discrepancies.
5	Office Supplies & Catering	<ul style="list-style-type: none"> • Manage and maintain stationery supplies, ensuring the main stationery/stock room and print-zone cupboards are stocked and tidy, with empty packaging removed for recycling. • Monitor and order office supplies (stationery, milk, and other consumables) in line with budget and purchasing procedures, checking deliveries against orders and storing/distributing as appropriate.
6	To support the organisational efficiency through proactive reception and administrative assistance	<ul style="list-style-type: none"> • To deal 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 the Newlon Way Service Standards. • Coordinate front-desk activities and manage information flow to ensure timely and accurate communication across the organisation. • 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. • 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.

Key Tasks and Responsibilities		Performance Standards
	To support the organisational efficiency through proactive reception and administrative assistance	<ul style="list-style-type: none"> • Maintain confidentiality of information relating to tenants, clients and other customers. • Assist in handling incoming and outgoing post, deal with courier, and taxi services request and ensure timely processing.
7	To participate in the Facilities team activities	<ul style="list-style-type: none"> • Full participation in team meetings and other events. • Contributions made to planning and achieving Departmental objectives.
8	To be an advocate for the Newlon Way Service Standards	<ul style="list-style-type: none"> • To put customer service at the heart of your work by building the standards of Newlon Way into your daily activities and behaviour. • To take ownership and responsibility for the things that are under your control. • To prioritise your workload and resources to deliver quick solutions to our customers. • To work collaboratively with your colleagues across teams and departments to deliver the highest standards of service.
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.		