**RAVENSBOURNE UNIVERSITY LONDON**

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| **ROLE DESCRIPTION AND PERSON SPECIFICATION** **PROFESSIONAL AND ADMINISTRATIVE STAFF**  |
| **Role Title: Facilities Management Administrator****Service: Estates and Facilities****Pay Band: A****Reports to: Health, Safety & Environment Manager** |
| **The Facilities Management team are seeking an individual to assist with the Facilities Management and Health and Safety administrative functions of the team. The successful candidate will have experience in working in a Facilities or Health and Safety capacity and ideally have experience reviewing risk assessments. You will be joining a dynamic professional services team supporting a wide variety of areas within the university, including other professional services teams, Academic teams and the Student population.****Key Duties;*** Assist the FM management team with a number administrative tasks.
* Assist the HSE Manager with administrative tasks over in the lead up to and aftermath of the Graduation and Degree Show;
* Maintain FM / Health and Safety reported issues on the ticket management system (JIRA) and distribute them accordingly through the FM Team.
* Maintain the FM / H&S related management folders, updating relevant documents and ensuring they are stored centrally and available on the Intranet where appropriate.
* Liaise with contractors and be on hand for site tours for quotes and visitors.
* Regularly review CAFM system and ensure that tickets are reviewed and closed in a timely manner.
* Assist the HSE Manager and co-ordinate and administrate the risk assessment top desk process.
* Maintain the list of First Aiders and Fire Wardens including replacing the lists in position throughout the building.
* Conduct inspections of the building and strategic operations when required.
* Maintain databases for furniture, storage, preferred contacts and mobile phones.
* Maintain first aid boxes and replenishing items when needed.
* Maintain databases such as Statutory Maintenance Asset register (curriculum statutory maintenance).
* Review the H&S related Policies ensuring that they are being stored centrally and are uploaded on the Intranet.
* Manage the Estates & Facilities SharePoint webpage and any associated web pages.
* To provide additional Admin support to the FM management team including raising purchase orders, minute taking (Health & Safety Committee, University Space Planning Governance Board, Environmental & Sustainability Working Group and Resourcing Task Force Group), maintaining intranet pages, making meeting arrangements i.e. room bookings, calendar invitations, collecting visitors, site tours when they are arrive etc.
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| **Role Responsibilities*** Proven experience as an administrative assistant or office administrative assistant preferably in a Facilities Management / Health and Safety capacity.
* Proficient to work with Google documents, Word and excel spreadsheets.
* Good verbal and written communication skills.
* Working knowledge of office equipment such as printers and laminators.
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| **Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):*** Head of the Facilities Management Team
* Health, Safety & Environmental Manager
* Facilities Management Support Officer
* Facilities team
* Timetabling and Room Bookings team
* Kit Store team
* Students
* Academic teams
* Events team

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| **Resources Managed:*** None

**Budgets:*** None

**Staff:*** None

**Other (e.g. equipment, space)*** None
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**Personal Specification (knowledge, skills and behaviours) Desirable Essential**

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| **Core Personal Skills**Minimum Qualification Required:A Degree or demonstrable work experience in a relevant area | MC900434713[1] |  |
| Customer focus and serviceUnderstands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them. |  | MC900434713[1] |
| Enterprise and support for Income generationUnderstands the critical importance of income generation, in particular from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary. | MC900434713[1] |  |
| Team workingWorks collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved. |  | MC900434713[1] |
| Communicating and relating to othersCommunicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon. |  | MC900434713[1] |
| Organising workOrganises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met. |  | MC900434713[1] |
| Using ITMakes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment |  | MC900434713[1] |
| Problem solving and decision makingAnticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation |  | MC900434713[1] |
| Future focussed and change-readyUnderstands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements. | MC900434713[1] |  |
| Numeracy and Statistics Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand. | MC900434713[1] |  |
| Strategic and Business planning and implementationLeads and manages the identification, articulation and implementation of strategic and/or business plans | MC900434713[1] |  |
| Team leadership and ManagementLeading and managing team(s) successfully towards specific agreed outcomes in ways that engage, motivate and develop team members | N/A | N/A |
| Project ManagementLeads a Project throughout its life cycle, using the methodology to ensure the Project achieves its agreed purposes. | N/A | N/A |
| Resource ManagementEnsures that the resources required are available at the right time and in the right place, and appropriately monitored, so that the work can be done effectively and efficiently | MC900434713[1] |  |
| Staff ManagementEnsures that all staff managed are properly, deployed and developed in their role, and are enabled to make their contribution to the achievement of short and medium term objectives and longer-term organisational success | N/A | N/A |