



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Office Facilities Assistant - Resources Department
<b>LOCATION:</b>	Newlon House, 4 Daneland Walk, Tottenham N17 9FE
<b>SALARY:</b>	<b>£24,911 pa plus up to 5% Performance Related Pay (PRP) bonus</b>
<b>REPORTING TO:</b>	<b>Office Facilities Manager</b>

## JOB OBJECTIVE

This role is to provide a counter/reception service at Newlon's Head Office, and to assist the Office Facilities Team, 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 administrative office tasks, this role may include some physical work e.g. portering, distributing and storing deliveries in their appropriate areas, helping with furniture moves, and tidying up parts of the building.

## SPECIFIC TASKS AND RESPONSIBILITIES

<b><u>Key Tasks and Responsibilities</u></b>		<b><u>Performance Standards</u></b>
1.	<b>To ensure office facilities and services are maintained to a high standard that meets the needs of Newlon staff</b>	<ul style="list-style-type: none"><li>• Assist the Facilities Manager in ensuring that the building is maintained in line with all Health and Safety guidelines and legislation.</li><li>• Assist other members of the Facilities Team with requests, as required, and ensure that Housekeeping standards are maintained within the building.</li><li>• Milk is distributed on a daily basis and supplies are monitored to ensure availability.</li><li>• Catering supplies (Milk, tea, coffee and sugar) are monitored to ensure availability and replenished at the tea point on a weekly basis.</li><li>• Weekly building checks are carried out, faults in the building to be reported to the Office Facilities Manager.</li><li>• Repair jobs for the building to be raised on Dynamics upon the Office Facilities Manager's request.</li><li>• Security access cards created/cancelled and appropriate access administered.</li><li>• Opportunities to save money and energy flagged up to the Office Facilities Manager.</li><li>• Opportunities to improve processes identified to Office Facilities Manager.</li><li>• All equipment are maintained and in good working order.</li></ul>
2.	<b>To ensure the stationery store and mini stationery cupboards are well stocked, tidy and to meet the needs of Newlon's staff.</b>	<ul style="list-style-type: none"><li>• Stationery cupboard tidied on a weekly basis and all empty packaging removed for recycling.</li><li>• Monitor and maintain stationery stock levels</li><li>• Replenish stock in the mini stationery cupboards at the print zones on a weekly basis.</li></ul>

3.	<b>To provide an efficient customer focused reception service.</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Coordinate front-desk activities, including distributing correspondence and redirecting phone calls.</li> <li>• Sort and distribute incoming post in a timely manner and prepare the outgoing post (this will involve franking) for evening dispatch.</li> <li>• All courier and taxi requests are actioned in a timely manner and booked with the correct departmental code.</li> <li>• 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.</li> <li>• All payments (cash and cheque) to be processed and recorded in line with procedure. Visitors to be directed appropriately to information held in Reception.</li> <li>• Safety and security to be monitored in Reception area and action taken according to procedure.</li> <li>• All administrative records and information processed promptly and accurately.</li> <li>• Information relating to tenants, clients and other customers maintain confidentiality.</li> <li>• Use of Dynamics - use information on Dynamics to provide relevant advice to residents.</li> <li>• Use of Dynamics- log information and advise cases and all application forms from residents and assign them to the relevant departments.</li> <li>• 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.</li> </ul>
4.	<b>To participate in the team activities and to contribute to maintaining an effective work-place</b>	<ul style="list-style-type: none"> <li>• Full participation in team meetings and other events.</li> <li>• Contributions made to planning and achieving Departmental objectives.</li> <li>• All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to.</li> <li>• Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers.</li> <li>• Objectives of reliability, consistency, speed and awareness built into all activities</li> <li>• Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities.</li> <li>• Collaboration across teams actively promoted at all times.</li> </ul>

5.	<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Newlon's Health and Safety Policy and procedure enforced in office environment.</li> <li>• Carry out periodic visual inspections of all plant and equipment including, fire fighting equipment, fire routes and fire doors to ensure they are unginged.</li> <li>• All office hazards identified and dealt with promptly.</li> <li>• All activities carried out in compliance with Health and safety procedure.</li> <li>• All personal safety requirements are met and any training needs raised with the Office Manager.</li> <li>• Collate a weekly Skyguard (lone working activities) report and send to relevant Managers.</li> <li>• Carry out Facilities building Inductions for staff.</li> </ul>
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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.