

Role profile

Job title	Facilities Officer
Department	Asset Management
Reports to	Asset Contacts Manager
Job level	3
Review date	October 2024

1	Role purpose
A summary of the core purpose and overarching responsibility of the role.	

1.1	To oversee the facilities functions across the Regenda Group ensuring a safe and comfortable working environment, acting as a first point of contact for staff and contractors and managing the FM helpdesk and associated systems, including providing assistance to the Asset Services Contract Manager in the delivery and management of Regenda Homes' facilities management budget operation.
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2	Key responsibilities of the role
A non-exhaustive list of the key role responsibilities and duties to be carried out by the post holder.	

2.1	To act as the first point of contact for staff and contractors ensuring maintenance and repairs are done to a timely manner and that repairs are logged and monitored across the office portfolio.
2.2	Provide support through the Helpdesk and co-ordinate involvement of stakeholders to ensure all maintenance works and requests from staff are carried out within set timescales and achieve value for money.
2.3	To manage invoicing queries and account issues and ensure process are in place for the timely payment of suppliers ensuring that purchase orders are raised.
2.4	To provide support in the provision and implementation of all safety compliance in The Regenda Group offices and workplaces in conjunction with the Group Health and Safety team. Support the Asset Services Contract Manager in the effective management of health and safety for our offices, ensuring routine inspections of: fire exits, fire equipment, legionella monitoring, emergency light tests, proactively identifying maintenance issues, maintaining logs and robust records.

2.5	To become proficient with all office equipment and technology, to act as 'trouble-shooter' on routine problems.
2.6	To provide assistance in the management of the budget associated with offices and contracts for Regenda Homes facilities Management function. This will include supporting the Asset Services Contracts Manager with budget management, ensuring that contract and services invoices are uploaded and representing approved contract costs, ensuring that all activities are staying within budget and working with the Asset Services Contract Manager in the event of surplus or deficiency.
2.7	To liaise with the Health and Safety team to ensure a smooth provision of fire and first aid provisions.
2.8	To manage in conjunction with the Asset Services Contracts Manager the facilities process in the event of new office requirements, refurbishment, or upgrades and to liaise with the Director of Asset Management on the provision of offices leases.
2.9	To lead in the procurement of contracts.
2.10	To help ensure that the weekly facilities building reports of offices and depots are completed and all maintenance raised.
2.11	To ensure the provision of health and safety requirements including weekly fire alarm testing, emergency light test, fire evacuations, risk assessments etc., across the Group when required.
2.12	To conduct regular visits to the Group offices to ensure that they are compliant to Health, Safety and Facility standards.
2.13	To review office audits and inspections to ensure all reactive, planned and service works are raised and completed on time.
2.14	Ensuring that invoice and utility queries for all offices are dealt with in a timely manner.
2.15	To supervise the facilities management function and provision at St Chads and direct line management of the Facilities Assistants.
2.16	To undertake and oversee general administration, including reconciling the facilities department purchase orders, approving invoices, ensuring accuracy of records, mail handling, stationery and other consumable orders and ensuring adequate facilities management presence and provision at the Foundry and Commutation Plaza offices.

3	General responsibilities
A summary of universal responsibilities and requirements of all roles across The Regenda Group.	

3.1	To understand and support The Regenda Group's commitment to regenerating places and creating opportunities for people and to actively contribute to achieving this vision within the job role.
3.2	To ensure compliance with the Group's Health and Safety policies.
3.3	To support and uphold the Group's internal customer service standards.
3.4	To undertake relevant Continuing Professional Development applicable to professional bodies relevant to the role and be prepared to undertake training as directed by the Group.

3.5	To attend meetings and events as may be required from time to time at other Group offices and external locations which may not be easily accessible by public transport.
3.6	The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his / her post, grade, skills, knowledge and experience.

4	The Right Fit
A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role.	

4.1	A full UK driving licence.
4.2	Excellent communication skills both written and verbal
4.3	Knowledge of basic Health and Safety in office environments
4.4	Comfortable working in a fast-paced environment
4.5	Experience of working in a business support environment including facilities.
4.6	Work with initiative and a proactive manner
4.7	Experience of manual handling.
4.8	Strong organisational and administrative ability
4.9	Ability to work as an effective and efficient team member or alone as required.
4.10	Have a keen eye for detail
4.11	Have or be willing to work towards a Facilities Management Qualification at Level 3 or above.
4.12	The Facilities Officer will be expected to have a working knowledge across a range of services such as: Health and Safety, contractor management, facilities administration, and other office services contractual matters.

5	Our values
The post holder must be able to demonstrate our values in the workplace.	

5.1	Customer centric
5.2	High performance
5.3	Efficiency and value for money
5.4	One team
5.5	Ambition and dynamism
5.6	Openness and honesty
5.7	Communication