

Job description

Job title:	Facilities and Reception Assistant
Reporting to:	Facilities Manager
Salary:	£30,305 per annum plus <u>excellent benefits</u>
Contract type:	Permanent
Hours per week	Full time team members work 37.5 hours per week, Monday to Friday 9am – 5.30pm. This is an office-based role.

The Health Foundation

We are an independent charity committed to bringing about better health and health care for people in the UK.

Our commitment to you

Our top priority is finding the best candidate, and that might be you.

We're committed to building an inclusive workplace that values diversity, which is why we encourage you to apply for our job even if you don't meet every requirement. We value professional and lived expertise and welcome applicants from all backgrounds. We particularly encourage those from underrepresented and underserved groups in this field, such as people of colour, people from the LGBTQIA+ community, people with disabilities and people from lower socio-economic backgrounds to apply.

We encourage you to speak with us about your neuro-diversities, disabilities, long term medical conditions, chronic illness, mental health, wider health conditions and/or caring responsibilities etc. so we can work together on adjustments to make the recruitment process and work more accessible and enjoyable for you. We offer flexible working as well as a range of excellent benefits. Please contact us on humanresources@health.org.uk so we can support should you wish to discuss this further.

We're dedicated to an inclusive hiring process, where every candidate has the chance to showcase their skills in a comfortable environment.

So, come apply to join our team and let's work towards building a diverse and authentic workplace together.

Purpose of the role

Reporting to the Facilities Manager, you will provide a comprehensive reception/facilities assistant service that supports the efficient running of the Foundation. This role will proactively identify improvements and enhancements to the service we provide to visitors and internal staff members

Key responsibilities and outcomes.

- Provide a professional and friendly reception/ Facilities assistant service throughout the core working day, as directed by the Facilities Manager
- Deal with telephone and e-mail enquiries (external and internal) in a professional and courteous manner
- Ensure the general office, including the reception area, the stationery room, the furniture store room, Collaboration areas, meeting rooms and all communal areas are kept clean and tidy
- Resolve/manage Facilities helpdesk tickets that have been logged via the helpdesk in a timely and efficient manner
- Ensure the efficient administration of incoming post and the franking of outgoing post
- Set up meeting room, which will include liaising with other key departments regarding their events set up and helping assist with room layout changes when required. This will include a large amount of manual handling e.g. moving tables and chairs, ordering and setting up catering and making tea's and coffee for meetings etc.
- Look after the 'info' email box and send the relevant emails to staff
- Efficient maintenance of the Facilities Assistant reception cover manual
- Handle invoices on behalf of the Facilities Manager, to include ensuring they are correctly coded and all amounts are correct
- Complete inductions for new staff to office procedures, including: arranging health and safety inductions, security passes, stationery and office facilities
- Order all stationery, office supplies and kitchen consumables while keeping within budget. Ensure all stock is kept to an optimum level
- Carry out administration and updating of the Facilities Management page of the hub (the Foundation's intranet)
- Clean and refill the coffee machines daily
- Assist with tenders for facilities suppliers, including stationery, maintenance, cleaning, etc.

- Act as a fire warden and first aider
- Train and manage temporary reception staff as required
- Proactively manage the service of the office building maintenance provider, to ensure that both reactive tasks/PPMs are completed
- Proactively manage the service of the daytime/janitor cleaner throughout the day, to ensure that both reactive/proactive tasks are completed daily/weekly
- Cover for the Facilities Manager in their absence
- Provide ad hoc assistance to other staff as required and where capacity permit

Wider contribution

As with other staff at the Foundation, the postholder will be expected to contribute to corporate activities and initiatives, such as staff meetings, cross-Foundation leadership and development programmes and other corporate projects as necessary. The postholder will similarly be expected to play a role in supporting and helping to develop the Facilities team to enable it to improve its effectiveness.

The post holder will at all times aim to embed our key behaviours – Working together, Achieving impact, Discovering and learning – in all aspects of their day to day delivery in the role.

Candidates should have the right to work in the UK at the time of appointment, as we do not provide visa sponsorship.

Person specification

	Criteria	Essential Desirable (E/D)
Behaviour	Commitment to Equity, Diversity and Inclusion – A commitment to equity, diversity and inclusion throughout employment and service delivery	E
Behaviour	Working together – Excellent interpersonal and team working skills	E
Behaviour	Achieving impact – Experience of providing a high-quality reception service in a busy office environment	E
Behaviour	Discovering and Learning - Enthusiasm and a willingness to learn. A flexible approach, with the ability to remain calm while managing competing priorities	E
Experience	Experience of booking and servicing meetings (e.g. preparation, lay-out, refreshments etc)	E
Knowledge	Knowledge of general Health and Safety and manual handling	E
Knowledge	Sound administrative and general office knowledge e.g. Experience of franking machines, photocopiers etc	E
Skills and abilities	Excellent Microsoft office skills	E
Skills and abilities	Sound written and oral communication skills with excellent attention to detail	E
Skills and abilities	Ability to act with diplomacy and discretion and to safeguard confidential and sensitive information	E
Skills and abilities	Ability to prioritise workload, multi-task and work on your own initiative	E
Skills and abilities	Ability to remain calm and professional at all times. There will often be times when you will be under pressure and will need to ensure you have the skills to take this in your stride.	E
Skills and abilities	Professional and helpful telephone manner	E

Skills and abilities	Ability to maintain accurate filing systems and ensure they are understandable and accessible to others	E
Additional requirements	This is an office-based job role with set hours, to ensure coverage of the switchboard/reception desk during office hours. Monday – Friday – 9am – 5.30pm, with provision to finish earlier on Friday (5pm).	E
Additional requirements	Occasionally, additional hours maybe required on event days.	E
Additional requirements	Lunch breaks need to be flexible, due to setting up for meetings e.g. catering, arranging tables etc and may be late.	E