

# FACILITIES ASSISTANT NEEDED TO JOIN OUR FAMILY



<b>TEAM</b>	Administration Team
<b>LOCATION</b>	Milton Keynes
<b>BENEFITS</b>	<ul style="list-style-type: none"> <li>• 20 days holiday</li> <li>• 3% pension contribution</li> <li>• BUPA Private Health (after completing probationary period)</li> <li>• Employee Assistance Programme</li> <li>• Income Protection Scheme</li> <li>• Death in Service Benefits</li> </ul>
<b>HOURS</b>	Full-time, working 9.00am to 5.30pm, Monday to Friday
<b>THE FIRM IS MADE UP OF</b>	180 people
<b>EXPERIENCE</b>	The ideal candidate will have at least 6 to 12 months experience within a similar role. You will be responsible for managing the post, ordering the stationary and office supplies, conducting floor walks and health & safety checks, manage the helpdesk and being the first point of contact for any facilities requests / issues.

## KEY KNOWLEDGE AREAS

<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>• Driving licence.</li> <li>• Ability to assist with manual handling of supplies, files for archiving and rearranging meeting room furniture for various events.</li> <li>• Good communication skills to deal effectively with a wide range of internal and external clients / suppliers.</li> </ul>
<b>DESIRABLE</b>	<ul style="list-style-type: none"> <li>• Experience with a similar role.</li> </ul>
<b>FAMILIAR WITH:</b>	<ul style="list-style-type: none"> <li>• Experienced user of Microsoft Office and Email.</li> </ul>

## KEY SKILLS

- To provide effective support services to the firm. Duties will mainly include:
- To respond to inbox requests in line with priority timelines and to update requests dealt with to eliminate duplication of work between the facilities team.
- To confidently deal with the postal and DX procedures, operating systems and ensuring the accurate collection and distribution of post. This will include identifying unreferenced post and ensuring the recipient receives the items received.
- Correctly deliver and collect files, archiving, post and by hands in a timely manner.
- Understand the importance of relevant deadlines and to meet all deadlines that are required within the remit of your role.
- To answer telephone enquiries in a helpful and professional manner – taking responsibility for queries and/or ensuring accurate messages are passed onto the appropriate person.
- To maintain a good relationship with outside suppliers and up to date knowledge of the services provided by them in line with the needs of the firm.
- Order stationery, checking orders on arrival, unpacking orders and distributing items specifically ordered.
- To manage the distribution of the various types of paper made available to all of the photocopiers and printers firm wide.
- Assist the Facilities Manager in obtaining competitive contractor quotations as requested. Handing the quotations once received to the Facilities Manager for finalising.
- Assist the Facilities Manager as requested in checking that all repair works are completed correctly and in a timely manner.
- Assisting the Facilities Manager with office moves and minor alterations that are made to office spaces.
- In conjunction with the facilities team you are required to change the layout of meeting rooms to accommodate the firm's need for different layouts within meetings, training sessions, seminars, conferences and any other functions. In addition you are required to take responsibility for storing excess meeting room furniture appropriately. If in doubt seek guidance from the Facilities Manager or event organiser (e.g. Marketing).
- To carry out photocopying and scanning of documents as required by all teams within the firm.
- To ensure that you are producing work to specified deadlines and to a high standard, regularly spot checking your own work to ensure accuracy.
- To bind documents as required by all teams within the firm, using appropriate equipment.
- To deliver any work completed by yourself to internal client on completion. It is essential that you liaise with the person requesting your services immediately if you are likely to miss the deadline set for any task given to you.
- To confidently and accurately deal with and maintain EMW's archiving system in line with the procedures in place.
- To accurately input information on files or deeds archived onto the archiving database.
- To accurately manage the process of recording files requested and returned to the firm's file storage facility.
- Accurately distribute files requested to the relevant individual or team in a timely manner.
- To ensure that labels are made available for collection by teams in the trays provided.
- To assist the wider Facilities team, on the instruction of the Facilities Manager, with cover during holidays / absences.
- On occasions where extreme weather conditions are being experienced during the winter months, to assist with gritting the car park and footpaths to reception and other entrances to the building.
- To assist with covering Reception as and when required.

## CANDIDATE PROFILE

- Ability to be pro-active.
- Well developed communication, organisational and team working skills.
- Ability to be assertive.
- Ability to work unsupervised and on own initiative.
- Excellent time keeping.

The firm is an Equal Opportunities Employer and is committed to the implementation and maintenance of employment and recruitment practices which will ensure that no potential or current employee or trainee, is treated less favourably on the grounds of age, disability, gender, marital status, race, nationality, colour or any other aspects unrelated to their current and potential skills, aptitudes and abilities.