

CPC484 - Facilities Officer

Location	Milton Keynes
Reporting to	Facilities Manager
Working hours	Full time. The pattern of hours may vary according to operational needs including out of hours for essential/ urgent building maintenance or works.
Contract type/duration	Permanent
Date written	October 2021
Closing date	31 st October 2021

Purpose of the role

The Facilities Team is an integral part of the business, working alongside a wide range of teams to provide a safe, enjoyable and supportive working environment for colleagues and visitors alike.

As a Facilities Officer you will be responsible for contributing to a wide range of activities within the hard and soft services of the building. At all times, the role holder should have a customer service mindset and strive to maintain the high standards expected.

Please note that the nature of this role requires a considerable amount of manual handling and will include out of standard hours work to support planned maintenance, etc.

Key Responsibilities

- Provide facilities support, which principally involves manual handling, hospitality and meeting facilitation but can also include some maintenance activities.
- Be an ambassador for CPC, ensuring that all colleagues, clients, visitors and contractors receive a warm and professional welcome and excellent experience whilst attending our offices.
- Take responsibility for undertaking visual standard checks of the offices, specifically for the front of house areas, meeting rooms, kitchens and common areas proactively raising areas requiring attention.
- Support the effective delivery of essential building services such as security, maintenance, cleaning, waste disposal, recycling and M&E services including basic troubleshooting.

- Assist with the management of suppliers, and services they deliver, as directed by the Facilities Manager.
- Provision of front of house duties including reception cover on a rotational basis amongst the team.
- Work within Facilities related policies and processes including Health and Safety, helping colleagues to understand their importance and practical adoption.
- Co-ordinate Fire Warden and First Aid designated colleagues to support the effective execution of their duties.
- Collaborate with other supporting functions (IT, Events, etc.) to provide a coordinating function for meetings, events and visiting stakeholders where required. This will include the set of meeting rooms to agreed specifications and will include the manual handling of furniture and equipment.
- Working with colleagues, organise hospitality requirements for meetings, events and workshops including preparing, serving and removal of tea, coffee, etc.
- Support the contractor management processes, working with the Procurement Team to raise requisitions for the purchase of goods and services in line with CPC's purchasing policy and processes.
- Provide general administrative support, responding to requests from colleagues, placing orders and using tools such as Excel to log and track activities on behalf of the Team.
- Contribute to the identification of opportunities to improving the working environment to support a dynamic and innovative culture that reduces the carbon footprint of the Catapults activities.
- You may be required to undertake any other reasonable duties to support the Catapult in achieving its strategic outcomes and ensure effective business operations including providing cover for members of the team as required.

Required skills and experience

Essentials;

- Experience of facilities management including hard and soft services.
- Awareness of health and safety and maintaining safe systems of work.
- Manual handling experience undertaking similar tasks to that expected within the role.
- Confidence in interacting with internal and external customers of the office often under pressure.
- Customer service experience with a high attention to detail.
- Ability to work independently, undertaking tasks set with limited supervision – prioritising tasks where relevant to achieve deadlines set.
- Good problem-solving skills with the ability to recommend valid resolution options.
- Confident in using standard Office 365 packages such as Word, Excel and Outlook.

Desirable:

- Relevant qualifications in Facilities Management, Manual Handling, Fire Safety and Health and Safety.
- Previous experience of event management - whilst not part of the role, an ability to support the Events team through the lens of facilities support would be useful.

To apply for this role please email us on jobs@cp.catapult.org.uk with your CV and covering letter attached quoting the ref: **CPC484**

Employment here is based solely upon individual merit and qualifications directly related to professional competence. We strictly prohibit unlawful discrimination or harassment on the basis of race, colour, religion, national origin, ancestry, pregnancy status, sex, gender identity or expression, age, marital status, mental or physical disability, medical condition, sexual orientation, or any other characteristics protected by law. We also make all reasonable accommodations to meet our obligations under laws protecting the rights of the disabled.