

Facilities Management Administration Assistant

West Midlands

Contract:	Permanent
Full Time / Part Time:	Full Time
Hours:	35 Hours Monday – Friday 9:00am – 5:00pm
Department:	Facilities Management
Location:	LCP House, Pensnett Trading Estate, Kingswinford, DY6 7NA
Salary:	Negotiable

Purpose:

The facilities admin assistant reports directly to the Deputy Facilities Manager with a primary focus on Reactive maintenance, providing an efficient and timely service to tenants and stakeholders.

Key Responsibilities

Reactive Maintenance

- Deal with Reactive Maintenance calls and emails in a timely manner and in accordance with extant FM processes to ensure all requests are dealt with effectively.
- Ensure all calls are logged on Horizon (MIS system) with associated supporting evidence.
- Contractors appropriately instructed, based on services offered, regional availability and as directed by Facilities Manager (FM)/Deputy Facilities Manager (DFM).
- Follow up on instructions and chase contractors as required, taking time to accurately record the status of each job through to completion.
- Receive and log all quotes before providing them to Property Manager's for review and their further instruction, maintain status of quotes for ease of reference.
- Provide accurate reporting to DFM/FM using all available resources.
- Produce weekly 'open job' reports to our contractors and follow up as required.
- Maintain open dialogue with FM team and Property managers on open jobs with a view to closing these down effectively.
- Help to maintain the OOH relationship with our Term Contractor.
- Issue OOH log to Property Managers and log OOH calls on Horizon.
- Assist the Deputy Facilities Manager in attending regular reviews of our term Contractors performance.

Pro-Comply

- Assist and cover FM Health & Safety admin in uploading compliance certification/reports to ProComply and setting frequency of inspections as required.
- Review outstanding tasks and instruct contractors as required under the guidance of the DFM to ensure site compliance.

LCP House

- Assist the FM/DFM as required on LCP House tasks.
- Log all maintenance requests on Horizon and instruct contracts to ensure issues are resolved in a timely manner.
- Close down jobs as required to keep open jobs to a minimum.

Meetings

- Assist FM/DFM in preparing for meetings where needed.
- Attend relevant meetings as required by the role.

Person Specification:

- Proficient in Microsoft Office Packages.
- Experience in a customer service role.
- Proactive attitude.
- Ability to prioritise tasks and see them through to completion.
- Flexibility and willingness to undertake ad-hoc tasks where required.

Qualifications / Training / Experience:

- GCSE level 4 or above in English and Math (or equivalent).