



Facilities Admin Support - London

Contract:	Permanent
Full Time / Part Time:	Full Time
Hours:	35 Hours Monday – Friday 9:30am – 5:30pm
Department:	Facilities Management
Location:	Millbank Tower, London, SW1P 4QP
Salary:	Competitive salary dependent on experience

Purpose:

To provide administrative support to the Facilities Team reporting directly to the Deputy Facilities Manager and Head of Facilities Management, liaising with other internal Departments and external contractors.

Key Responsibilities:

- **Reactive Maintenance.**
 - Deal with all Reactive Maintenance calls for Residential and Retail in a timely manner, in accordance with extant FM processes.
 - Ensure all calls are logged on Qube and instruct contractors based on existing contractors list and as directed by FM/DFM
 - Follow up on instructions and chase contractors as required
 - Provide quotes to AM'S/PM's for their further instruction, which should be received within 5 working days.
 - Upload all relevant information.
- **Reactive Maintenance -Out of Hours.**
 - Help to maintain the OOH relationship with our Term Contractor.
 - Issue an OOH call log to AM & PM's and log OOH calls
 - Assist the Deputy Facilities Manager in attending a monthly review of our term Contractors performance
- **Pro-Comply.**
 - Assist DFM in uploading certs/reports to ProComply and setting frequency of inspections as required
- Arranging voids process in residential voids
- PA to Head of Facilities Management and Deputy Facilities Manager Provide property administrative support as directed.
- Take on Rate Mitigation in the interim
- Any other reasonable duties as detailed by the FM/DFM

Person Specification:

- Team Player
- Clear Communicator
- Customer service skills

Qualifications / Training:

- GCSE Grade C or above
- Proven experience within an administrative role