

Facilities Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Facilities Manager, you will ensure Southern Housing offices are professionally managed and run effectively and efficiently, providing a safe and comfortable working environment for staff. You will support the delivery of an excellent facilities management service to meet business needs and provide outstanding customer service.

The location

You'll be based at The Courtyard office, Newport, Isle of Wight.

What you'll be doing:

- Manage all facilities services requests for the Southern Housing FM managed offices, buildings and operational areas including car park, and wider estate.
- Ensure FM service requests are properly logged in a suitable CAFM system and responded to, resolved, and completed within SLA targets by allocating tasks to internal resources or external contractors. Escalate to Facilities Manager any issues impacting wider service performance.

- Arrange and coordinate a variety of service requests, including health and life safety systems and installations to ensure our offices always remain compliant with legislation and best practice. Conduct periodic testing of alarms and other life safe installations in line with the requirements and ensure suitable certification is in place.
- Manage access across a dispersed office portfolio. Consider requests for and print access, ID cards and badges and file electronic authorisations. Issue visitor and contractor passes where access is deemed necessary and maintain records in/out. Arrange contracted lock up/unlock of offices across region with key holding companies as requested by FM.
- Raise purchase orders and authorise invoice payments within delegated financial limits.
- Ensure the fire evacuation and first aider processes are conducted correctly and records kept up to date and displayed within offices.
- Responsible for ordering stationery, monitoring stocks, and organising timely replenishment of office perishables and supplies.
- Ensure operational requirements and arrangements for door access, alarm and CCTV systems across the portfolio are completed in line with agreed procedures. Carry out a regular review of the procedures to ensure they remain suitable.
- Act as point of contact for various external contracts and services such as Royal Mail, commercial refuse and recycling etc.
- Proactively manage and review timely archiving and then destruction of redundant files in archiving in line with Southern Housing document retention policy.
- Manage car park use of on-site parking and ensuring operational priorities are met.
- Ensure suitable arrangements are in place to always provide clean wellbeing and welfare facilities, carrying out frequent inspection of specific areas such as office foyer, kitchens washrooms and training rooms.
- Assist FM with delivery of specific projects and other tasks as required.
- Act as stand in for other Facilities Officers in their absence. Act as alternative point of contact for Facilities Manager.
- Committed to putting external and internal customers first, understanding their needs and expectations and achieving results.
- Assist in the procurement of the services and planned works in line with business requirements.
- Assist with monitoring contracts and service agreements and take appropriate action where service is not being met.
- Liaise closely with all stakeholders ensuring office facilities services meet user requirements.
- Organise and maintain records of meetings with suppliers, contractors and other colleagues in relation to delivering services to office locations.
- Work with the Facilities Manager to assist with all aspects of building management and maintenance.
- Assist with projects.
- Manage and report faults for office machinery utilising existing contractors as appropriate.
- Assist with ensuring all health and safety requirements are met at Southern Housing Offices
- Manage the First Aiders and Fire Officers lists ensuring that appropriate training has been undertaken by appointed individuals and the lists on display are kept up to date.

- Conduct weekly fire alarm testing, update fire log, and assist with fire drills as required.
- Attend weekly team meetings and monthly FM meeting with Head of Service.
- Travel between sites will be a requirement for this role so use of own vehicle required.
- There may be a requirement to attend meetings and other activities outside of normal working hours.

What you'll need:

Knowledge & Experience

Knowledge

- At least 5 GCSE passes at Grade 'C' or above (or equivalent)
- Suitable experience of working in Facilities or property management within a complex office environment, using a variety of facilities management systems.
- Demonstrable experience of managing complex day to day arrangements for large and complex buildings.
- Experience of day-to-day management of a complex supply chain and various stakeholders internally.

Skills

- Excellent customer service skills and a can-do approach.
- Solution-focussed, adaptable thinking to resolve issues.
- Excellent literacy skills. Communicates positively and clearly to ensure target audience is fully informed.
- Good numerical skills.
- Confident communication skills to be able to liaise effectively with colleagues in other teams, contractors and other stakeholders.

Abilities

- Excellent planning and prioritising of workloads to meet competing deadlines and targets.
- Flexible, self-reliance and ability to work as part of a team and manage various stakeholders.
- Excellent communication skills to provide clear explanations of existing processes and policies within FM environment.
- Excellent working knowledge and use of MS Office Suite and FM systems
- Ability to travel between sites.
- Experience of working in a pressured reactive environment and organising tasks based on priorities.
- To support the organisation's commitment to inclusion, equality and diversity within each of their role profile activities.