

1. Job details	
Job title	Regional Facilities Administrator
Salary band	Band 7
Accountable to	Regional Facilities Manager

2. Job summary
The job holder will be part of the team responsible for ensuring that administration is dealt with in an efficient, correct and timely manner. Key duties will include building and premises administration and providing administrative support to the facilities team.

3. Main duties and responsibilities	
1	Receive and process incoming mail, email and telephone communications
2	Administer the development and operation of property committees across the region
3	Provide administrative support to the Regional Facilities Manager in projects and work relating to property renovation, usage, acquisition and disposal
4	Be the first point of contact for all staff, volunteers and external contractors relating to the upkeep and maintenance of properties
5	Attend and minute relevant property committee meetings
6	Administer the regional facilities and insurance details and support the Regional Facilities Manager in the claims process
7	Administer the hiring out of rooms to external parties, to include submitting 'Request to invoice/credit note' forms to the SSC
8	Provide information and reports to the Regional Facilities Manager as directed
9	Liaise with employees and volunteers on equipment issues
10	Schedule equipment servicing as required
11	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

4. Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent (Grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Experience			
Use of computerised systems; Relevant planning systems, data input and applications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Working within a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Undertaking office administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Dealing with customer and employee queries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working within a facilities function or similar environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate effectively at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Ability to prioritise and show attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Capable of understanding the importance of customer service and working with service level agreements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Excellent written and verbal communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Motivation			
Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

Date of preparation: 20/10/2016