**Reports to**: Place and Space Manager

**Salary**: £27,000 - £30,000 per annum

**Working Hours**: 35 hours per week (due to the nature of the role there will be some fixed hours to be agreed, however for the right candidate we are happy to discuss part-time and flexible work solutions)

**Contract**: Permanent

**Location**: Toynbee Hall, 28 Commercial Street, E1 6LS

**Job Purpose**:

This role offers the opportunity to support in the set-up of a brand new office space and to put in place the foundations of a high performing facilities management operation. The Operations and Facilities Coordinator will take responsibility for proactively managing the day-to-day operations of our newly renovated offices and wellbeing and advice centres. The first few months of the role will involve working with the Place and Space Manager to set up key processes, procedures and building relationships with key stakeholders.

The Operations and Facilities Coordinator will take responsibility for coordinating essential central services such as front of house, security, maintenance, mail, cleaning, waste disposal and recycling. The successful candidate will need to have strong communication skills to succeed, and be able to thrive in a customer service focussed environment that balances the needs and health and safety of all employees, clients and visitors alike.

**Responsibilities and Accountabilities**:

Building and Office Management

* Be responsible for the day-to-day security management for the premises, including issuing employee and visitor access, as well as being a key holder
* Take responsibility for any front of house duties, working with contracted security services and volunteers to ensure a standard level of customer service for all clients and visitors
* Liaise with line managers to ensure site orientations and inductions for all new starters are completed
* Manage the maintenance of meeting rooms (IT, phones and AV) and the internal meeting room booking systems
* Work with HR team to coordinate the set up and distribution of IT equipment for new starters, including email, access to the shared drive, mobile phones and laptops
* Be responsible for managing all office supplies e.g. hygiene, kitchen, postal services, stationary, etc.
* Manage relationships with contractors and suppliers for the building including cleaning services, IT, phones, photocopier, escalating any issues to the Place and Space Manager as appropriate
* Manage all equipment and inventories, carrying out maintenance as and when required
* Be the first point of contact for reactive building maintenance and manging the execution of planned and preventative building works- escalating to the Place and Space Manager when required
* Manage confidential waste

Health and Safety

* Take responsibility for managing health and safety related building checks and maintenance, including, PAT testing, routine plant and equipment inspections and fire checks and assessments
* Manage first aid supplies
* Monitor and review risk assessments submitted for activities taking place on site
* Assist the Place and Space Manager with health and safety matters and promote health and safety policies and operating procedures
* Attend Health and Safety Committee meetings, acting as clerk to the committee and liaising with safety representatives and key team members
* Ensure that the office environment and workstations meet health and safety requirements and co-ordinate all relevant assessments, liaising with HR to ensure all reasonable adjustments for staff are recorded
* Be a responsible Fire Marshal, First Aider and DSE assessor (training will be provided)

**Person specification**:

Experience and knowledge

* Experience in office and facilities management
* Experience of supervising contracts and supplier relationships
* Knowledge and experience of managing health and safety procedures and how to implement an effective system (an IOSH or similar qualification is desirable but not essential, relevant training and development will be provided for the right candidate)
* Good computer literacy in all MS Office applications

Attributes and skills

* Exceptional organisation and time management skills, with the ability to manage multiple complex tasks simultaneously
* Good attention to detail
* Excellent communication skills with the ability to build effective working relationships with a range of stakeholders
* Excellent problem solving skills
* Proactive and open approach and ability to prioritise work
* Demonstrable passion for, and motivation to deliver exceptional customer service

Other

* Interest and desire to work in a purpose driven organisation
* Promote a positive organisational culture that respects diversity and inclusion

**Learning and Development**

Toynbee Hall provides all necessary induction and project training where necessary, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications as well as other learning and development opportunities. All employees will receive regular support and supervision to facilitate their learning and development.

**Volunteers**

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Monitoring and Evaluation**

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.

**Toynbee Hall Trading Ltd.**