



JOB AND TASK DESCRIPTION

Job Title	Facilities Administrator (Safety & Sustainability)
Division	Facilities Management Section (FMS), Corporate Services Division
Grade	N

Reports to: **Facilities Operations Manager**

General information

The Facilities Management Section (FMS) is part of Corporate Services Division (CSD) responsible for the Secretariat's two office buildings in central London occupied by some 250 staff, together with the Secretary-General's official residence. The team comprises of 14 staff and provides the full range of non IT related building, property and facilities services to the Secretariat including; building maintenance, central procurement, contract management, security, office support services, environmental and Health & Safety management, conference and event support along with property and space management services. It therefore plays a vital role in the effective running of the Secretariat.

Job summary:

FMS is undergoing a period of change to support the new organisational structure and Strategic Plan. As a result, the Secretariat is now seeking an experienced Facilities Administrator to join the team. Reporting to the Facilities Operations Manager, the post holder will be responsible for maintaining and developing robust administrative processes and systems to enable the Section to deliver its services. Strong organisational skills will be required along with meticulous attention to detail. Particular emphasis for the role will be on co-ordinating and administering the Secretariat's Health and Safety system including carrying out one-to-one Display Screen Assessments. In addition, the role will be responsible for administering all aspects of the Secretariat's Energy Management System so the ability to effectively prioritise will be essential.

Responsibilities include:

General Administration:

- Provides day to day administrative support to FMS management.
- Arranges meetings; ensuring all aspects of the meeting are in order i.e. room booking, meeting documentation and updating said documentation as required, including taking and producing minutes of meetings.
- Maintains FMS filing system, updating records and archiving documents when required.
- Provides cover in the absence of other team members when required.
- Responsible for the review and updating of the FMS intranet pages.



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- Dealing with international and local courier services liaising with respective service providers and internal users, ensuring timely dispatch of all items.
- Troubleshoots delayed or “missing” consignments ensuring resolution of problem.
- Shared responsibility for stationary related services, liaising with contractors and internal users, ensuring timely orders are placed in order to minimise deliveries.
- Shared responsibility for administering the FMS Helpdesk logging and receiving calls via helpdesk software, email and telephone.
- Assigns FMS helpdesk logs to FMS colleagues or the RHPS helpdesk, liaising with users and partners to ensure timely and effective resolution of requests.
- Escalates any arising helpdesk issues to the FMS management.

Property and Sustainability

- Maintains the Commonwealth Secretariat’s property asset register.
- Sets up and maintains a database which logs and identifies; historic, current and planned activity relating to actions arising from lease obligations as well as planned maintenance.
- Co-ordinates, researches, and updates all aspects and activity related to the Secretariat’s ISO 50001 accredited Energy Management System.

Health & Safety

- Ensures that all new starters to the Commonwealth Secretariat receive a Display Screen Risk Assessment. Log and follow to conclusion all resulting corrective actions and maintain and update all associated records.
- Responsible for the maintenance and updating of the Health and Safety intranet page.
- Administering the Secretariat’s Health & Safety training programme including; arranging course bookings, liaising with attendees and supplier, maintaining accurate records, generating attendance reports etc.
- Organises and arranges all aspects of the Secretariat Health & Safety Committee meetings including room booking, agendas produced and circulated, minute taking, activity register updating etc.
- Assists/facilitates the carrying out of internal or external risk assessments and co-ordinates the completion of any arising corrective actions, ensuring all related documentation is updated in a timely fashion and filed correctly.

Financial Administration

- Uses CODA (the Commonwealth Secretariat accounting system) to process payments, maintain documentation and monitor expenditure as necessary in liaison with the rest of section’s colleagues.



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- Scrutinises itemised invoices against system records to ensure billing is correct, challenging errors where necessary, and processing all invoices.
- Procuring of goods and services at the direction of the FMS management in line with organisational procurement policies and procedures.

Other

- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy; and
- Perform any other duties that may be required from time to time.

Education

- Secondary qualifications to A- level or equivalent including at least 5 GCSE's (or equivalent) grade C and above, including English Language and Maths.
- Display Screen Assessor certificate.

Desirable:

- First Aid at Work certificate
- IOSH Working Safely certificate

Experience/ Person specification

- At least two years' experience in facilities (or equivalent) administration in a medium sized organisation.
- Good IT skills including Microsoft Office applications including; Outlook, Word, Excel, and Internet Explorer.
- Flexibility and adaptability to change.

Desirable:

- Experience of Health & Safety management systems.
- Experience in a customer services role.

Competencies

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect.

Treats men and women equally. Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Working with Others

Maintains an open, respectful, and professional approach to others

Works as a team to achieve shared objectives



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Uses empathy and cultural awareness to facilitate working relationships

Builds rapport with colleagues

Identifies individuals internally within Commonwealth Secretariat and externally to help achieve own objectives

Planning & Analysis

Accurately interprets instructions and carries out necessary actions.

Recognises the importance of accuracy and pays appropriate attention to detail.

Adapting & Innovating

Adapts to changing circumstances and work demands.

Shows a willingness to proactively take on new challenges and responsibilities

Considers ways of doing own job better

Communication

Interacts and communicates effectively with internal/external contacts.

Ensures information is communicated to all the appropriate people.

Exercises diplomacy in language and terminology used.

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.