

JOB AND PERSON SPECIFICATION

Job Title: Facilities Operative

Division Corporate Services Division

Grade: P

Reports to: Facilities Coordinator

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 300 staff, together with the Secretary-General's official residence. The team comprises of 15 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

The post holder works as part of the FMS team in the provision of efficient, high quality office services in the effective running of the Secretariat. A willingness to work late and at weekends, at times at short notice, is essential. The post holder will also often be the first point of contact for all visitors, potential partners, employees and callers to the Secretariat. It is therefore essential that the post holder is; well presented, friendly, polite and professional at all times.

Task description

The post holder:

- Chauffeurs senior officers on a rotational basis, delivers and collects post and other urgent material.
- Chauffeurs the Secretary-General and family when required.
- Ensures that Secretariat vehicles are properly maintained, reporting maintenance problems to the Facilities Coordinator.
- Sorts, collects and delivers internal and external mail.
- Carries out staffing reception and security duties at Secretariat buildings including; checking ID passes, issuing visitor passes as necessary, greeting and directing visitors, operating the switchboard and answering queries.

- To log all reported or observed building facilities or systems faults on the IT Services or FMS Helpdesk as appropriate, escalating issues to line management as necessary.
- To respond to requests from staff and visitors by advising them on the correct internal processes and procedures, providing the correct further contact details or information sources as necessary, escalating issues to line management where necessary.
- Sets up rooms for meetings, arranging and moving furniture, office equipment and supplies, dressing conference tables, setting up equipment and portorage.
- Ensures receptions and common areas are tidy and clutter free, reporting any health & safety issues to the Facilities Coordinator.
- Assists with resolution of Helpdesk issues as and when required.
- Changes flags as and when required.
- Deals with office recycling logistics and supports and assists other FMS environmental initiatives.
- Assists with fire alarm and fire warden duties.
- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Performs any other duties as may be required from time to time

Person Specification

Education

Essential:

- Educated to GCSE (or equivalent) level and possess working knowledge of IT systems including standard Microsoft Office applications such as; Outlook, Word and Internet Explorer

Desirable:

- Emergency First Aid at Work certificate
- IOSH Working Safely certificate
- Driving risk awareness training

Experience:

Essential:

- A clean UK driving licence and a good knowledge of London routes and airports.
- At least two years' experience working in a similar role within a medium sized organisation.

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 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
Developing & Applying Expertise
Makes attempt to improve knowledge skills and attributes through continued personal development
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
Accountability
Takes ownership of assigned tasks, honours deadlines Ensures timely delivery of outputs