

Role Description

Facilities & Operations Coordinator – People and Operations Team



Line manager: IT & Operations Manager

Direct reports: N/A

External liaison: External H&S consultant, contractors and landlords

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The Role

The Facilities & Operations Coordinator is responsible for supporting the safe, compliant and effective operation of PACT's buildings and working environments.

Working closely with colleagues, contractors, landlords and external providers, the postholder acts as the day-to-day point of contact for facilities, premises and operational matters. The role ensures PACT's buildings are welcoming, well-maintained, compliant and fit for purpose, enabling colleagues, volunteers and visitors to have a positive experience whilst supporting the delivery of PACT's services.

Support the day-to-day operation of PACT's working environments, acting as the primary facilities contact for PACT's owned buildings and liaising with landlords and premises providers regarding facilities matters at leased and serviced office locations. This includes premises maintenance, statutory compliance activities, contractor coordination, workplace inspections, office services, business continuity arrangements and health and safety administration. Working alongside PACT's external Health & Safety advisors, the role supports the implementation of good health and safety practices and ensures compliance activities are completed and appropriately documented.

The postholder will take ownership of issues, identify improvements, respond promptly to operational requirements and work collaboratively with colleagues to ensure PACT's premises and operational services support the organisation's strategic objectives and values.

The postholder takes pride in maintaining safe, welcoming and well-functioning environments and adopts a proactive, solution-focused approach to resolving issues and improving the experience of colleagues, volunteers and visitors.

Key tasks

Facilities and Premises	
1	Act as the day-to-day point of contact for facilities, premises and office-related matters across PACT.
2	Coordinate facilities/premises management activities for PACT's owned buildings, including Number 2 and Number 7 Southern Court.
3	Support colleagues with the reporting of facilities issues with landlords and premises providers for leased and serviced office locations, escalating unresolved matters as appropriate.
4	Carry out regular building inspections and workplace walkarounds, identifying issues and ensuring timely resolution.
5	Maintain building maintenance schedules and oversee completion of planned preventative maintenance activities.
6	Coordinate repairs, maintenance works and contractor attendance, ensuring issues are addressed promptly and effectively.
7	Monitor the condition of PACT's buildings and facilities and recommend improvements to enhance the working environment.
8	Support office moves, space planning and workplace changes as required.
9	Manage access arrangements, keys, fobs and building security processes.
10	Liaise with parking providers and oversee resolution of parking-related issues.
11	Act as the day-to-day liaison with security providers, coordinating CCTV, alarm monitoring, call-outs, access control arrangements and security-related maintenance activities.
12	Maintain visitor management arrangements, ensuring visitor passes, building access passes, parking permits and associated records are available, accurate and up to date.
13	Maintain positive relationships with building users, landlords, contractors and service providers.
Health & Safety Coordination	
1	Maintain health and safety records, trackers and action plans and support the IT & Operations Manager and external health and safety advisers in coordinating compliance activities.
2	Complete routine health and safety inspections, checks and monitoring activities.
3	Maintain health and safety records, trackers and documentation and support colleagues and external advisers with the administration of risk assessment activities.
4	Coordinate actions arising from risk assessments, audits and inspections.
5	Support the administration of accident, incident and near-miss reporting processes.
6	Coordinate workplace inspections and ensure actions are progressed and completed.
7	Maintain records relating to fire safety, PAT testing, water hygiene, contractor compliance and other statutory requirements.
8	Support the implementation of health and safety policies, procedures and guidance developed through PACT's external H&S competent advisor.
9	Maintain compliance records and monitor completion of outstanding actions.
10	Escalate any significant health and safety concerns promptly to the IT & Operations Manager and the external H&S competent advisor.
Contractor and Supplier Coordination	
1	Act as the primary coordinator for facilities contractors and maintenance providers.
2	Obtain quotations and coordinate approved works.

3	Schedule contractor attendance and ensure appropriate records and documentation are maintained.
4	Monitor contractor performance and escalate any concerns.
5	Support management of service contracts relating to premises and facilities.
6	Coordinate the use of specialist contractors and handyperson support.
Operational Support	
1	Ensure office and facilities supplies, stationery, printer supplies and consumables are ordered subject to agreed budget criteria and effectively maintained across all locations. Code received invoices to the agreed budget codes in preparation for authorisation.
2	Distribution of post and management of the franking machine.
3	Answer calls to the operations PACT phone line, directing calls and voicemails as required to the appropriate persons. Check shared inboxes and forward emails to the appropriate persons/teams.
4	Be the main point of contact for staff and our off site archiving centre for the retrieval and destruction of archived documents (as directed by the IT & Operations Officer/IT & Operations Manager) and the secure sending of documents to be archived.
5	Maintain inventories of access fobs and keys.
6	Where requested, coordinate meeting room preparation, room layouts and operational support for meetings and events.
7	Support colleagues with workplace-related requests, ensuring timely and practical solutions are identified.
8	Coordinate actions arising from workplace adjustments, DSE assessments, Occupational Health recommendations and Access to Work assessments where these relate to facilities or office equipment.
9	Maintain facilities documentation, records, inventories and asset information.
10	Support estate-related projects and initiatives at a level commensurate with the role.
Operational Projects & Continuous Improvement	
1	Identify opportunities and put forward suggestions to the IT & Operations Manager to improve the working environment, facilities arrangements and operational processes.
2	Recommend practical solutions that improve efficiency, compliance, sustainability and colleague experience.
3	Provide administrative and coordination support for operational projects including archive reviews, premises works and office improvement activities.
4	Support implementation of actions arising from building surveys, audits, inspections and organisational improvement initiatives.
Other Responsibilities	
1	Work collaboratively with colleagues across the IT & Operations team, providing support and cover as required to ensure the effective delivery of technology, facilities, health and safety, business continuity and operational services across PACT.
2	To undertake any other duties deemed commensurate with this post as directed by the line manager, including supporting the wider activities of the team.
3	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times.
4	To take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
5	To demonstrate a commitment to promoting equality and diversity in the workplace.

Person specification

Essential requirements	
1	Experience of facilities, office management, operations or property-related administration.
2	Excellent organisational skills and attention to detail.
3	Proactive approach with the ability to identify issues and take ownership of solutions.
4	Ability to manage multiple priorities and respond effectively to changing operational requirements.
5	Strong interpersonal and relationship building skills.
6	Experience of coordinating contractors, suppliers or external service providers.
7	Strong administrative and record keeping skills.
8	Good IT skills, including Microsoft Office applications.
9	Ability to work independently and use initiative.
10	Commitment to PACT's aims and values, demonstrating enthusiasm for PACT's mission and uses this to positively and proactively represent and advocate for PACT.
Desirable competencies	
1	Experience of supporting health and safety compliance activities.
2	Experience of maintaining compliance records and audit documentation.
3	Knowledge of facilities management systems or compliance software.
4	Experience within a charity, public sector or regulated environment.

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a full time post working 37 hours per week over 5 days Monday to Friday.
Core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

The role is based in our Reading office with travel to other PACT sites. Due to the nature of the role, this is an office based position. This role requires travel.

Safeguarding commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Standard.

Diversity commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and development commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.