



Mid Mercia

Job Title:	Office and Facilities Manager
Responsible to:	Head of Compliance & Central Support
Salary Scale:	£28,000 - £34,000 (FTE) per annum dependent upon experience
Job location:	Travel between offices, as required - Church Gresley/Derby/Tamworth - with potential for hybrid working, as business need allows
Work Pattern:	Monday to Friday, 37.5 hours per week

Role purpose:

The Office and Facilities Manager is responsible for overseeing the daily operations of the office and ensures a secure and clean working environment for all stakeholders within CAMM premises, ensuring all legal, corporate and duty-of-care responsibilities are met including safety and health of staff. Responsible for identifying maintenance needs and safety hazards and for the implementation of improvements. Co-ordinates and oversees all repairs and maintenance, ensuring these are completed in a timely manner and to budget. Line manages the administration and reception team across multiple offices. Manages service supplier contracts and is responsible for buildings, maintenance and office budgets. Responsible for the purchase, issue/return of all company equipment, including IT and telecoms.

Main Duties and Responsibilities:

Team management and administration:

- Line manage the central administration and reception team which includes volunteers
- Recruit, induct and train new members, conduct 1:1s and proactively monitor performance
- Review office procedures and assist in the development of new ones, ensuring these are well communicated and adhered to
- Schedule and oversee monthly team meetings

Facilities Management:

- Manage the overall maintenance, security and operational efficiency of CAMM premises
- Support all aspects of building management administration which incorporates lease/legal compliance
- Manage facilities budgets and contracts with external vendors and service providers
- Oversee cleaning and security procedures and identify opportunities for improvement

and cost-saving measures

- Proactively conduct regular inspections of premises to identify maintenance needs, safety hazards and potential improvements
- Co-ordinate and oversee repairs and maintenance ensuring all works are completed on time and within budget and are compliant with safety regulations and minimise operational impact
- Responsible for holding keys/fobs and on call for alarm calls received after hours and on weekends
- Develop comprehensive project plans for office moves and renovations, create and manage timelines, budgets and resource allocation and coordinate with internal teams and external suppliers/contractors to ensure project milestones are met and communicated
- Liaise with CAMM's insurance brokers to ensure building/contents cover is appropriate
- Responsible for maintaining the stock of office supplies
- Co-ordinate data collection of energy, water and waste activity and seek ways to reduce consumption/waste with occupiers
- Perform general facilities support tasks, such as furniture building and removal

Health & Safety:

- Ensure a safe and secure environment for all stakeholders and report on risks or areas of concern
- Maintain up to date knowledge of relevant health and safety legislation and best practices and ensure compliance with all requirements as set by National Citizens Advice
- Ensure weekly/monthly H&S checks are carried out, conduct DSE/home working assessments and organise PAT testing
- Conduct regular safety audits and risk assessments including new risk assessments for outreach venues
- Monitor and coordinate mandatory annual H&S training for all employees and maintain training records
- Ensure adequate first aid/fire marshal provision and co-ordinate training
- Take charge of H&S planning for events & activities held on premises
- Conduct fire/building tours for new starters, fire drills and training sessions on safety procedures
- Ensure safety, evacuation and disaster recovery plan procedures are in place and up to date at all times across all locations and employees are fully conversant with H&S policies
- Monitor safeguarding/incident log data to identify trends and compile monthly/quarterly reports to provide insights to management
- Review and ensure implementation of safeguarding policies, procedures and training to comply with relevant legislation and funder requirements

Leadership, Emergency Management and Business Continuity:

- Deputise for the Head of Compliance & Central Support in Central Support-related matters, when required
- Develop and maintain emergency response plans and procedures
- Ensure business continuity through effective facilities and safety management

IT/Comms and Equipment

- Responsible for issue/return of all equipment including IT/comms
- Day-to-day liaison with IT/Comms partner suppliers to facilitate equipment set up and coordinate projects
- Inventory/stock management – monitor and manage stock levels to avoid overstock or shortages
- Prepare and deliver comprehensive IT/comms inventory reports
- Provide management with data-driven recommendations to optimize inventory levels, reduce costs and improve efficiency
- Liaise with management and partner suppliers to proactively anticipate future inventory needs
- Review and update operating procedures for all technical/IT equipment, as necessary, and conduct training sessions for staff for equipment operation, as appropriate

Other duties and responsibilities

- Attend organisation induction, operational/other management meetings to disseminate information or present reports
- Greet clients and other visitors to the premises
- Abide by H&S, safeguarding and GDPR guidelines
- Undertake any other relevant duties that may be reasonably requested by the Head of Compliance & Central Support to ensure the smooth running of the department
- Approach tasks with enthusiasm, drive and a can-do attitude
- Flexible approach to working hours as required by the needs of the business

CORE VALUES

All members of the organisation will commit to:

- **Communicate:** We will be consistent, positive, passionate and listen.
- **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- **Effective:** We will deliver quality, focus on detail and be professional.

Person Specification		Essential	Desirable
1.	Proven experience in office or administration team management/supervision, or a similar role	x	
2.	Proven strong knowledge of Microsoft Office 365 Applications and experience of case management systems	x	
3.	Proven experience in maintenance coordination, facilities management or a similar role	x	
4.	Specialist knowledge of H&S legislation (minimum IOSH Managing Safely) and best practices or working towards this	x	
5.	Demonstrable ability to work under pressure, to deadlines, in a very fast paced environment	x	
6.	Thorough with good attention to detail and a systematic approach to managing tasks	x	
7.	Proven analytical and problem-solving skills	x	
8.	Excellent communication and interpersonal abilities	x	
9.	Clear demonstrable experience in improving processes and effective decision making	x	
10.	Use of own vehicle and full clean driving licence	x	
11.	Willingness to travel to different office locations, according to business need	x	
12.	Experienced in implementing and managing health & safety information management systems		x
13.	Experience of carrying out maintenance/repairs		x
14.	Experience of undertaking PAT testing		x
15.	Experience of dealing with safeguarding issues		x