



**Mid Mercia**

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

#### **Role purpose:**

The Office and Facilities Manager serves as the lead for the effective and safe running of all Citizens Advice Mid Mercia (Camm) premises, ensuring an optimal working environment for all stakeholders including clients and visitors. The role balances operational excellence, regulatory health & safety compliance, asset control, and facilities oversight to support Camm's objectives and values. Acts as the main point of contact for facilities, H&S, and office equipment queries.

#### **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
- Schedule and oversee monthly team meetings

##### **Facilities Management:**

- Oversee the smooth day-to-day running of the offices, ensuring they are clean, secure and well-maintained
- Arrange planned preventative maintenance and coordinate reactive repairs with contractors and suppliers
- Manage security arrangements including key/fob distribution, alarm systems and access control
- Liaise with landlords, as needed
- Monitor and manage utilities usage, seeking opportunities for cost and energy savings
- Maintain accurate records of compliance inspections, incidents, and maintenance

reports.

### **Health & Safety:**

- Ensure a safe and secure environment for all stakeholders and report on risks or areas of concern
- Conduct and maintain risk assessments for all office activities and environments, including outreach venues
- Coordinate fire safety, including emergency evacuation plans, fire drills, alarm testing, fire marshal and first aid training
- Conduct building tours for new starters
- Ensure Display Screen Equipment (DSE) assessments are carried out for all staff and volunteers
- Oversee accident/incident reporting, investigation and record-keeping
- Provide H&S induction and ongoing training for staff and volunteers
- Keep up to date with legislative changes and best practice guidance

### **Equipment & Asset Management**

- Manage the issue, return, and record-keeping of all organisational equipment, including IT hardware (laptops, monitors, peripherals), telecoms and other operational tools
- Maintain accurate asset registers and inventories for all locations
- Monitor stock levels of essential equipment and office supplies, procuring replacements in line with budget approvals
- Coordinate with the IT/Telecoms providers to support onboarding, equipment setup and decommissioning
- Review and update operating procedures for all technical/IT equipment, as necessary, and conduct training sessions for staff/volunteers for equipment operation, as appropriate

### **Space Planning & Resource Management**

- Plan and allocate workspace to optimize efficiency and meet business needs
- Assist with office moves, relocations, or reconfigurations, including desk set-up and equipment provision
- Manage the procurement and disposal of office furniture in line with sustainability and cost-efficiency principles
- Oversee the proper use and functioning of meeting rooms and shared facilities

### **Other duties and responsibilities**

- Draft, update, and distribute office, facilities, and H&S procedures
- Present on behalf of the Head of Compliance & Central Support in facilities/H&S-related matters, when required
- 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
15.	Experience of dealing with safeguarding issues		x
16.	Experience of working in a voluntary organisation		x