

Job Description: Facilities Assistant



Function:	Operational
Job:	Facilities Support Operative
Position:	Full Time
Job holder:	Vacant position
Date (in job since):	
Immediate manager	Jayne Jessep
Additional reporting line to:	N/A
Position location:	Diageo Woodside – Bishops Stortford

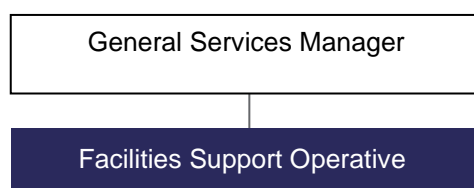
1. Purpose of the Job

- The Facilities Support Operative is responsible for assisting the Sodexo team in delivering the day to day range of facilities services across the site. The key focus for this role is to ensure that all services are delivered in a confident, efficient, and timely manner with least interruption to the customer.

2. Dimensions –

Characteristics ▪ Multi-skilled, flexible operative

3. Organisation chart



4. Context and main issues

- Provide support and cover for all departmental operations as required and to other departments as requested and reasonable.
- Respond positively, politely, and promptly to all customer requirements and carry out your duties in a professional and courteous manner.
- To provide a daily service in whatever area is required of the highest standard possible to the client
- Maintain the highest standard of service within assigned areas by ensuring that the relevant work instructions and standard operating procedures (SOPs) are followed

5. Main assignments –

- To be competent in the role of the Site Support Officer. To be able to undertake said role when the permanent person is unavailable– to be SIA licensed and to be flexible in availability to open and close the site. To complete site patrols, monitor CCTV and undertake a range of adhoc duties assigned to the permanent role. (SIA training and first aid training will be provided)
- To be competent in the role of the Front of House Co-ordinator and all reception duties such as Site inductions, answering the telephone and forwarding on calls, booking meeting rooms, booking couriers, access cards etc. To understand the concierge requirements of the meeting rooms and hosting visitors as well as other adhoc duties to ensure the client receives no disruption to their daily business operations.
- To be competent in the role of Warehouse Co-ordinator and be able to step into the role in the absence of the permanent post holder to ensure there is no disruption to the client business. To be able to book DHL shipments, manage shipments into site, manage the warehouse and operate the FLT as required to secure pallets from or on to the racking in addition to other adhoc duties. (FLT driver training will be provided)
- To be competent in the role of Laboratory Cleaner and be able to step into that role in the absence of the permanent postholder. To understand the cleaning requirements of the area, chemical usage, colour coding and management of the glassware and other adhoc duties to ensure that the client receives no disruption to their day-to-day business operations
- To be competent in the role of evening cleaner and be able to step into the role in the absence of one member of the team. To understand the requirements of the cleaning specification for the office areas, Warehouse and Pilot plant and other adhoc duties to ensure there is no disruption to the client business.
- When all site team members are available and present, to undertake minor handyman tasks (not beyond the scope of an unskilled person) such as unblocking toilets, minor decorating, sweeping carparks etc.
- Undertake minor planned preventative maintenance works such as flushing, lighting checks, barrier checks, etc when the central Tech team are unavailable
- Daily floor walks of site to promote a positive and proactive vision of Sodexo
- To attend work promptly in accordance with your contracted hours
- When possible, to undertake overtime as requested to ensure the efficient operation and cover of the site.
- To be prepared to assist your Sodexo colleagues, in a willing and positive manner and move from one activity to another at short notice.
- To communicate effectively with all team members, clients, contractors and visitors and to be friendly, pleasant, and polite at all times
- To attend company briefing and training sessions as and when required
- To assist in the preparation of and participation in special functions at the Client/Company requests
- To look clean and smart, ensuring that the uniform provided is used and worn correctly and to follow the appearance and conduct policy

6. Accountabilities

- To ensure accurate completion of paperwork
- Represent and promote the Company wherever possible.
- Comply with all company & client procedures relating to Health & Safety & safe working practices
- Demonstrate a high standard of personal hygiene, appearance, ensuring the company uniform issued is worn always

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Strong customer services skills and experience
- Previous experience of working in a similar service environment with a strong focus on customer service
- Service orientated attitude combined with innovative thinking
- Strong team player within a high-quality customer service operation
- Good understanding of IT systems
- Be self-motivated and work under pressure to balance conflicting deadlines is essential
- Communicate effectively with a wide range of customers and multi-service team service personnel to achieve results
- Knowledge of Health and Safety
- Organized methodical and flexible approach to meet deadlines and system requirements

Desirable

- FLT license
- SIA License.
- First Aid Qualification.

8. Competencies

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	Innovation and Change
▪ Employee Engagement	▪ Learning & Development

9. Management Approval – To be completed by document owner

Approving Manager Name:	Jayne Jessep	Role:	General Services Manager
Signature:		Date:	27 th June 2022

10. Job Holder Approval

Job Holder Name:		Role:	
Signature:		Date:	