

Job Description:
Facilities Assistant

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| Function: | Operations – Front of House |
| Position:  | Facilities Assistant |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Customer Service Lead |
| Additional reporting line to: | Operations Manager |
| Position location: | Cambridge |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To support the day-to-day duties within the Facilities Management team in order to deliver all Customer Experience activities.
* To work as an Ambassador for Sodexo and encourage engagement for all the services that we provide onsite.
* To support the Floor Captain and Housekeeping team with reactive activities that require a fast response or high frequency completion.
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| **2. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Will need to prioritise diverse workload and manage time efficiently and proactively.
* Will be required to attend and assist Client personnel of all levels in a variety of situations
* Work in a varied environment of Clients, Customers, Sodexo colleagues and other service partners
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To provide a 5-star customer service experience to customers within the building
* To report all faults and issues to the Service Desk and relevant service partner as directed by the site services manager
* To monitor and review the Multi-Functional Devices (printers) around the floor, top up paper and report faults
* To monitor and service the vend hubs and stationery hubs in the allocated areas, top up consumables as required
* To deliver Hospitality in Compliance with Food Health and safety legislation
* Support the catering team at times of high service delivery
* To support the furniture set-up within meeting rooms for Customers
* To assist in maintaining correct procedures for all deliveries, stores and store rooms
* To report any customers complaints and compliments to a member of the management team
* To report any incident of accident, fire, loss, theft, damage, unfit food or other irregularities to a member of the management team
* To ensure all food waste is disposed of in correct manner in accordance with hygiene and environmental procedures
* To ensure all waste disposal areas are left clear and hygienic at all times
* Carry out “spot” / reactive cleaning when required
* To adhere to housekeeping standards for each area
* Ensure that all stock items are monitored and rotated, and proper requisitions and stock transfer procedures are carried out
* To liaise and assist in other areas as dictated by business needs
* To relieve in this and other Establishments, from time to time, during holidays, sickness etc.
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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Support successful delivery of service specification through FM Service Desk reporting for allocated area
* To ensure that personal and working hygiene and safety standards are not less than Company & Statutory Regulations
* To ensure the security of stores, cupboards and any other area under your control and to prevent the abuse and/or destruction of Company property
* To ensure that all areas are kept clean and tidy and to carry out all cleaning as laid down in cleaning schedule
* Ensuring that self, colleagues and customers are working within a safe environment. That any unsafe practices are raised to appropriate members of the team to rectify
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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Friendly
* Approachable
* Good attention to detail
* Ability to work independently and part of a team
* “Can do” attitude
* Reliable and trustworthy
* Ability to challenge ideas and opinions in sometimes confrontational situations
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| 6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Client and Customer satisfaction
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| * Experience of working within a team
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| * Ability to work on your own initiative
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| * Experience with focusing on individual customer requirements and care whilst meeting required service levels
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| * COSHH (desirable)
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| * Relevant training, qualifications and experience to deliver services in line with role requirements (desirable)
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| 7. Management Approval – To be completed by document owner |
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| Version | 2 | Date | February 2021 |
| Document Owner | Jessica Hamill |

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**Employee Signature ………………………………………………………….. Date………………………………………………….**