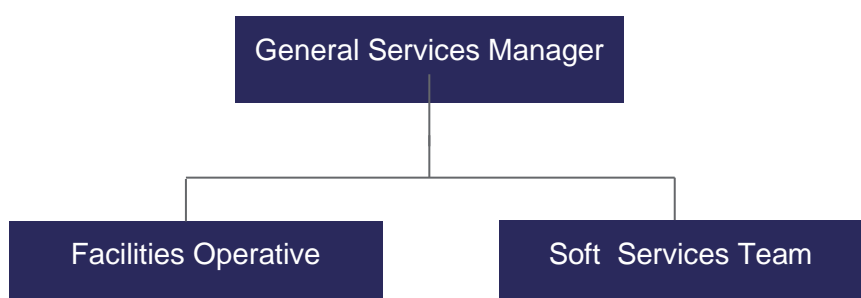


JOB DESCRIPTION

Position Title	Facilities Operative	Department	Facilities Services
Generic Job Title	Facilities	Segment	Corporate Services
Team Band	Unbanded	Location	Client Offices Heron Square, Richmond
Reports to	General Services Manager	Unit ID	GB695799

ORGANISATION STRUCTURE



Job Purpose

To facilitate the daily operation of the facilities client services under the control and management of Sodexo Corporate Services, as required for our high profile clients.

Core Duties

- To fulfil daily and periodic mailroom, stationery & courier dispatch duties
- To fulfil daily and periodic facilities and ppm and first line reactive light maintenance duties
- To facilitate the periodic checking & setting up of client meeting rooms and event spaces including the moving of furniture.
- To provide cover on reception desk as required.
- To reply to facilities emails and communicate as necessary to all parties in the fulfilment of requests.
- To manage the issue and processes of employee lockers
- To facilitate the operation of the client's allocated car parking
- To facilitate the set up of AV , monitors, cables and employee desk equipment

Specific Duties and Responsibilities:

- To be courteous and professional at all times and uphold expected Sodexo & client standards
- Handling & distribution of all incoming & outgoing client post, parcels & courier deliveries and mail franking in line with operational deadlines and maintain all associated recording for same.
- Ensuring all weight restricted franking is adhered to. Ensuring all Shop Where You Love inter office parcel post is processed with items requiring additional charges only despatched once receipted payment has been made.
- To maintain printer paper levels for the machines on campus and to rectify where possible any identified printer jams and faults and report issues when necessary.
- To supervise the attendance of subcontractors on site
- To fulfil storage and retrieval requests for client files and associated items across campus floors and in the basement storage in Heron Square.
- To process the induction of new employees to the campus and assist with orientations.
- To ensure all facilities related requests are completed on time & check the status of requests.
- To ensure stationery stock levels are monitored & all stationery hubs are adequately stocked
- To place stationery and facilities related supplier orders and check deliveries of same.
- To carry out fire marshall duties and cooperate with the client security team in handling evacuations and drills.
- To carry out any reasonable management request.
- To fulfil / assist with all reasonable ad-hoc client requests associated with Sodexo's contracted service.
- To ensure that Company, Client and Statutory regulations regarding Hygiene, Safety, Fire & Security are complied with at all times
- To fulfil / assist with all reasonable ad-hoc client requests associated with Sodexo's contracted service

Team Duties:

The role will also entail undertaking the following activities with the team, when required:

- To undergo training courses and attend company meetings when necessary.
- To share the alternation of work patterns (e.g. early / late - week on/week off) to maintain experience across various campus buildings help ensure the smooth running of the unit.
- To assist with occasional client events on campus and externally in Heron Square
- To work reasonable amounts of overtime provided notice is given

Irregular Duties:

- To report immediately any incidents of – fire, accident or theft.
- Assist with occasional bespoke client requests.

I have read and understood the details of this Job Description

I accept the duties and responsibilities associated with this position.

Employee Signature: Date:.....

Hiring Manager Signature: Date:.....