

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, Eastbrook |
| Position location: | Eastbrook, 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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Draft. Version: 27-03-2014

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| 2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **3. 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. |
| * Required to be an ‘expert’ in various meeting room technology and systems
* Will need to prioritize 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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| 4. 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 be highly visible and the first point of contact for customers within the building.
* To report any faults, issues and concerns to relevant workstreams
* Conduct Health and Safety inductions for visitors and contractors.
* 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.
* Cover shuttle driver duties if required.
* To liaise and assist in other areas as dictated by business needs.
* To attend to any reasonable requests by the management.
* To relieve in this and other Establishments, from time to time, during holidays, sickness etc.
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| 5. 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 helpdesk 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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| 6. 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
* “Can do” attitude
* Reliable and trustworthy
* Ability to challenge ideas and opinions in sometimes confrontational situations
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| 7. 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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| * Innovation and Change
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| * COSHH
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| * Basic Technical Knowledge
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| * Relevant training, qualifications and experience to deliver services in line with role requirements (desirable)
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| * Experience with focusing on individual customer requirements and care whilst meeting required service levels
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| 8. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 31/01/2019 |
| Document Owner | Jessica Hamill  |

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| 9. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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