Job description

Job title: Facilities Assistant
Grade: London Level 6
Directorate: Resources
Section: Facilities
Location: London
Reporting to: Assistant Facilities Manager

Job purpose

To deliver effective high quality support and administration for facilities and accommodation services within the Facilities section across the GMC’s London Office

Main responsibilities

1. Facilities helpdesk duties including answering and logging calls to the helpdesk system, allocating and following up tasks to ensure full resolution. Running reports to provide helpdesk statistics.

2. Dealing with and responding to facilities calls, effectively resolving queries or escalating to appropriate service providers.

3. Providing professional reception duties including receiving and directing visitors for GMC staff and meetings. Answering telephone queries working to an SLA, and transferring calls.

4. Assisting with organising meetings to include taking bookings, amendments and cancellations for rooms, catering, and audio visual equipment. Helping produce reports on meeting room and equipment usage. Making sure that the booked requirements are delivered to a high standard and any issues reported.

5. Providing first line support to video and audio conference equipment, including setting up meetings between sites along with basic fault finding on equipment.
Administering the access control system, including signing out and collection of passes, production of passes, ensuring records are kept up to date and voiding missing passes.

Making sure that service providers complete assigned tasks to the required standards.

Maintaining up to date records of assets, including the location and condition of equipment.

Supporting high profile meetings, ensuring the service provided reflects the high standards expected.

Identifying issues and escalating problems in line with the escalation process.

Providing support for the wider facilities section across all sites as required including supporting document services activities across other sites.

Document control. Sending daily documents to Manchester, and to the devolved offices when required

Staff home visits when DSE training has been completed

Fire Marshall duties

Other reasonable duties as may be assigned from time to time.

March 2020
Key skills

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Key skill 1 – technical knowledge and skills

a Experience of working within a Facilities environment is desirable, but it is essential that the post holder is organised, enthusiastic and flexible.

b Experience of working in a front line customer facing environment is essential.

c Well-developed IT skills including knowledge of Word & Outlook are an essential requirement for this post. Proficient use of Excel would be an advantage as would use of automated Help Desk or booking systems.

Key skill 2 – communications skills

d The post holder must be able to communicate clearly and concisely in writing to a wide variety of audiences.

e The post holder will need excellent verbal communication skills as the role involves dealing with enquiries from members of the public, the press and sector professionals, as well as staff at all levels within the organisation.

f [insert text here]

Key skill 3 – interpersonal skills

g The post holder will require excellent interpersonal skills as the role involves interaction with people at all levels both within the GMC, as well as with external visitors and callers to the GMC.
Teamwork is essential to the success of the Facilities section so it is important that the post holder has the ability to establish and maintain good working relationships with team members, as well as with colleagues throughout the GMC, as is a commitment to high customer service standards.

**Key skill 4 – organisational skills**

i. The post holder must be self-motivated and able to work in an organised and efficient manner.

j. Due to the variety of work within Facilities, it is essential that the post holder is able to manage a number of different tasks whilst maintaining a high degree of accuracy and attention to detail. The post holder must be able to use their own initiative to prioritise their workload to accommodate sometimes conflicting and changing priorities without losing sight of the deadlines.

**Key skill 5 – innovation and problem solving skills**

k. The post holder should be able to use innovation to suggest improvements to both team and individual processes.

*March 2020*
Terms and conditions

Job title: Facilities Assistant
Grade: London Level 6
Directorate: Resources and Quality Assurance
Section: Facilities
Location: London
Reporting to: Assistant Facilities Manager

The following terms and conditions apply to this post.

Salary range
£21,586 to £26,245 with an exceptional maximum of 30,764. This is the salary band for the role and the successful candidate will move through this band whilst in the role. We look to appoint successful candidates towards the bottom of the salary band.

Annual leave
25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension
Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
**Other benefits**
Private medical insurance with AXA PPP. Employee assistance programme with AXA ICAS. Cycle to work scheme.

**Hours of work**
The post holder will be expected to work as part of a team within Facilities and cover all aspects of the work. The hours of work to be covered by the team will normally be shift work between 0800 to 17:30, with one hour for lunch. However, there will be times when it will be necessary to work beyond these hours with the occasional weekend work.

**Location**
This post is based in our office in London. Travel to other sites may be required.