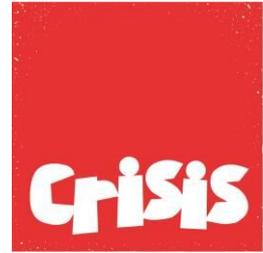


Job Description



Job title:	Facilities Management Customer Service Assistant
Department:	Facilities Management
Reporting to:	Facilities Manager
Salary:	£29,000 per year
Hours:	35 per week
Location:	Based at Crisis Headquarters, London
Contract type:	Permanent

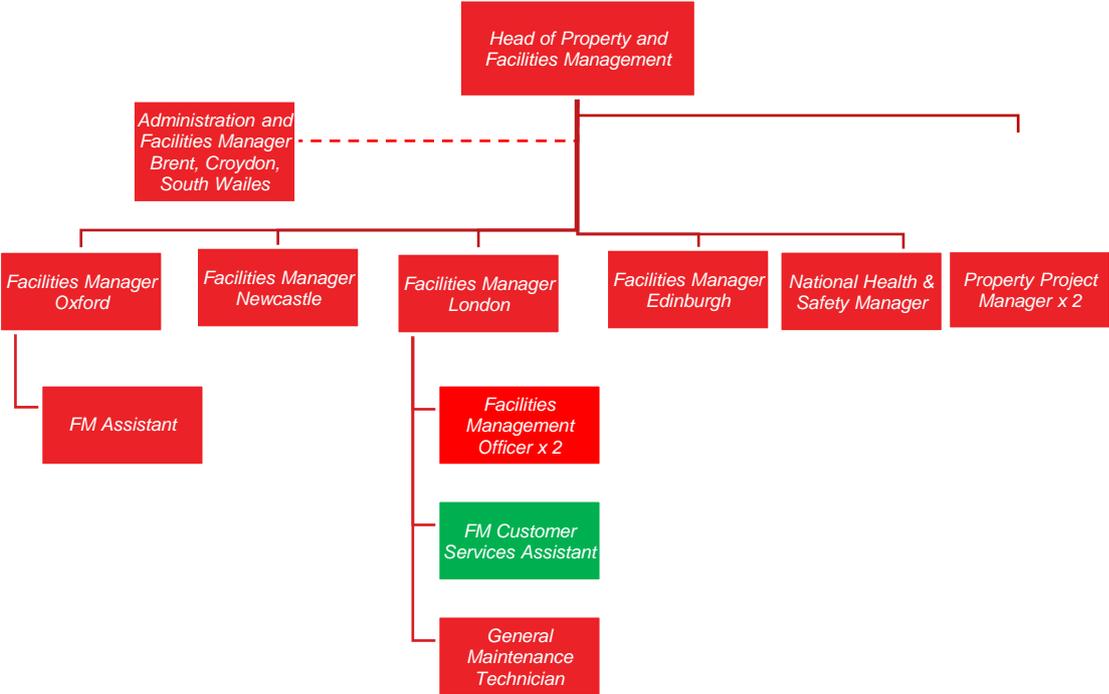
Aim and influence

- To provide first line customer service response
- To work collaboratively as part of the FM team as well as assisting the Facilities Manager and Head of Property & Facilities Management with the provision of a FM service that supports the wider organisation
- To assist the Head of Property & FM and the Property Projects team in the administration of property related projects across the Crisis network.

Other key details

- Based at Crisis' head offices and Skylight centre in London but, when required, occasionally travelling to other centres
- A degree of flexibility is required in delivering the service; evening or weekend work may very occasionally be required
- 'On call' response to out of hours weekend emergencies on a rota basis

Organisational chart



Please note structure is subject to change

Job responsibilities

- Responding to internal customers' questions through the FM help desk, by phone, email, Teams or face-to-face
- To file leases, emails, contact details, and all other Property Projects materials, on SharePoint and in hard copy form as appropriate.
- To work with a variety of internal and external stakeholders, including architects, lawyers, surveyors, Skylight directors and Crisis members, to ensure the Property Projects archive is kept up to date, and to source any missing materials both current and historic.
- To ensure the register of leases is kept up to date and key dates within the register are circulated to the Property Projects Managers and Skylight Heads to ensure they are actioned, for example lease renewals and redecoration.
- To build registers, trackers and project materials to support the work of the two Property Project Managers and the Head of Property & FM.

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- To take minutes accurately in FM and property projects meetings and to circulate the minutes and actions after the meeting, working closely with the meeting chair.
- To write reports that summarise the work of the Property Projects team. These reports include business cases that initiate new projects, reports on project progress, and post project reviews.
- Procurement: Obtaining/researching prices and checking product availability
- Stock checking and management of supplies including FM stores, cupboards, post room and photocopier supplies and keeping these areas clean and tidy
- Sorting incoming mail, franking outgoing mail
- Resolving customer issues or escalating them to senior colleagues as necessary
- Performing administrative tasks with accuracy including updating information (e.g. FM Connect Pages/leases/FM Manual etc)
- Issuing laptops, keys and other equipment and recording information accurately
- Carrying out monthly H&S checks in relation to fire safety and legionella testing, producing monthly reports and providing H&S advice to staff
- Stationery
 - Placing weekly orders, stocking cupboards and keeping them tidy
 - Processing orders for corporate stationery including business cards
 - Processing orders for special events stationery/supplies
- Carrying out monthly reconciliation of Credit Card statements
- Ordering and restocking cleaning supplies
- Arranging archiving of departmental documents
- Checking meeting rooms daily to ensure they are ready for use
- Assisting with room and equipment set up as required
- Assisting with portering of deliveries
- Booking couriers

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people

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- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work etc Act 1974
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job

Person Specification

Essential

1. An interest in Facilities Management or an administrative support role
2. Good organisational skills with the ability to work systematically and use time effectively
3. Ability to deal tactfully, calmly and effectively with a wide range of people from within and outside the organisation
4. Confidence and ability to liaise and negotiate with external suppliers and service engineers both in person and over the phone
5. Ability to identify and troubleshoot problems and resolve them promptly and efficiently
6. Ability to prioritise work in a pressurised environment as part of a focussed team
7. Ability to communicate accurately and effectively in verbal and written English including relaying key information clearly and precisely
8. Good working knowledge of MS Office suite and generally IT literate
9. The physical nature of some of the duties means the post-holder must have the ability to undertake manual handling tasks involving bending, lifting, carrying and pulling. Equipment and training to support such tasks will be provided
10. Must be willing to work flexibility as the service requires and to engage positively with other members of the FM and wider Crisis team
11. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

12. Practical skills to support minor repairs if required
13. Hold a valid driving licence
14. Qualifications/courses in health and safety

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We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support