

Job Title: Property and Facilities Co-Ordinator

Grade & Position Number: Grade D

Reports To: Property and Facilities Lead

Role Responsibilities: Budget £0 FTE 0

The Role

Essex Cares vision is to be the supplier of choice for Adult Health and Social Care, this role requires strong commercial awareness and the ability to deliver a customer centric service.

This role will support the delivery of both hard and soft facilities management functions to each of ECL's premises throughout Essex and West Sussex, as well as contributing property expertise and project co-ordination / management of property related projects as appropriate. This role is vital in order to ensure that ECL's premises remain fit for purpose, and to drive continuous improvement both in the quality of the services provided, and efficiencies in providing those services.

Job Purpose

To support the delivery of facilities management throughout the ECL estate, working with the Property and Facilities Lead, operational teams, landlords, contracted parties and corporate services to deliver an effective and efficient facilities management function.

Key Accountabilities

- To support the Property and Facilities function within ECL, including building works, building maintenance, landlord and tenant issues, and adherence to government regulations.
- Working collaboratively with other teams (e.g. Health and Safety, Operational Services) to ensure that ECL properties meet health and safety requirements, and escalating issues to the Property and Facilities Lead as appropriate.
- Ensure that value for money is obtained through close monitoring of all Property and Facilities expenditure.
- Directing and planning essential central services such as security, maintenance, cleaning, waste disposal and recycling.
- To manage or contribute to specific projects as requested by the Head of Operations or Property and Facilities Lead.
- To monitor compliance with all legislative requirements and to keep abreast of changes in accounting practise and statutory requirements.

- Work with the H&S team to monitor all environmental standards pursuant to ISO 18001, and supporting the development of best practice within this area.
- Thinking creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in employees.

Role Specific Accountabilities

- Maintain a database of all property related details including (but not limited to) lease types, expiry dates, rent, rates, service charge amounts, potential dilapidations liabilities, area occupied.
- Identify upcoming issues such as lease expiries, landlord / tenant issues and escalate to the Property and Facilities Lead and Head of Operations as necessary
- Co-ordinate support for operational staff with the completion of buildings based health and safety requirements such as the Manager's Quarterly Checklist, fire extinguisher checks etc.
- Support operational teams in planning and implementing changes to working environments, such as office moves and building developments
- Support the Property and Facilities Lead in ensuring that any reactive maintenance issues raised by operational staff are logged on a central log, progressed, and closed in a prompt fashion, proactively chasing third parties such as MITIE, ECL contractors, and the landlords, and escalating to the Head of Operations as appropriate
- Input in to the generation of procurement specifications as necessary
- Provide project co-ordination or management to property related projects such as redecorating, office moves etc.
- Co-ordinate certain centralised property based services such as security, caretaking, maintenance, cleaning, waste disposal and recycling

Key Skills & Qualifications

- Minimum of 2 years experience within a multi-site facilities management function
- Member of BIFM or equivalent (or working towards)
- Preferably some experience within a social care/healthcare environment
- Knowledge of service charge arrangements/calculation/apportionment
- Familiarity with all relevant legislation.
- Experience of working in a "business partnering" environment.
- Excellent communications skills – written and oral.
- Excellent influencing skills – being able to influence people without actually managing them
- Excellent organisational skills - Able to balance workload priorities.

ASPIRE Values

Adaptable	<ul style="list-style-type: none"> ☎ Changes behavioural style or method of approach when necessary to achieve goals ☎ Responds to and embraces change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives ☎ Always looking for ways to improve services to the customer ☎ Openly communicates changes to methods of delivery in a consultative way with customers and shows a willingness to adjust
Supportive	<ul style="list-style-type: none"> ☎ Identifies ways to work collaboratively with colleagues, services and partners to deliver common objectives ☎ Demonstrates self- awareness and recognises how own behaviours impact on others ☎ Is tactful, compassionate and sensitive, and treats others with respect ☎ Consistently displays empathy when dealing with others and demonstrates an encouraging and reassuring attitude
Performs	<ul style="list-style-type: none"> ☎ Understands what is expected of the role and how this links in with the wider organisations vision and outcomes ☎ Meets and where possible exceeds, targets and objectives and delivers work accurately and to deadlines ☎ Takes pride in achieving results and celebrates the success of others ☎ Consistently delivers a high quality caring service
Integrity	<ul style="list-style-type: none"> ☎ Upholds the highest standards of professionalism, is respectful of all customers and stakeholders and their opinions and decisions ☎ Builds effective working relationships based on trust and confidence and communicates with customers, colleagues and stakeholders in an honest and open way ☎ Acts as a role model to other colleagues and is passionate about our services
Responsive	<ul style="list-style-type: none"> ☎ Effectively manages customer expectations and responds to their needs in a timely and caring manner ☎ Consistently communicates in a clear and concise style ☎ Focuses attention on meeting agreed priorities and objectives in the most effective and efficient way ☎ Asks for help and responds to the requests from others
Enterprising	<ul style="list-style-type: none"> ☎ Actively seeks out opportunities to continuously improve our services ☎ Takes responsibility for own performance, identifying areas

	<p>to improve and actively seeks out ways to develop these</p> <ul style="list-style-type: none"><li data-bbox="491 304 1350 376">• Identifies problems at the earliest opportunity and thinks creatively in order to solve them<li data-bbox="491 383 1278 454">• Understands and embraces the use of technology in creating future value
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