

Job Description

Job title:	Facilities Administrator
Reports to:	Facilities Contract Manager
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Facilities Administrator, you will be a vital part of the team, ensuring that the office environment supports the needs of our colleagues and enables them to deliver exceptional service. You will oversee the smooth running of the office, manage office supplies, coordinate with contractors, and provide essential administrative support for the facilities and health and safety teams. This role is key in helping us maintain a workspace that is efficient, safe, and welcoming for both colleagues and visitors.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate these values by being proactive, reliable, and detail-oriented in maintaining a smooth-running office environment. You will work collaboratively with colleagues across departments, showing empathy and support, and ensuring that all tasks are completed to the highest standard. Your ability to manage office functions efficiently and ensure the health and safety of the workspace will be critical in enhancing the overall experience for both staff and visitors.



Key Responsibilities and Duties

- Manage and maintain the office environment, ensuring that it meets the needs of colleagues and supports their work.
- Coordinate the ordering of office supplies, including stationery, printed items, and kitchen essentials, ensuring stock levels are monitored and replenished as necessary.
- Oversee the processing and coordination of incoming and outgoing mail, sorting and distributing, as needed based on officer requirements.
- Support the facilities team by logging maintenance issues, coordinating with contractors for repairs and services, and managing service contracts such as water coolers and confidential waste disposal.
- Assist with meeting room preparation, ensuring that equipment and supplies are available, particularly for Board and Committee meetings.
- Process purchase orders for stock and services, ensuring compliance with financial procedures.
- Receive and check deliveries, resolving any discrepancies or damaged goods with suppliers.
- Manage carrier services for document delivery between offices.
- Provide administrative support for the health and safety team, monitoring accident databases, assisting with training records, and ensuring that health and safety procedures are followed.
- Act as the first point of contact for office-related inquiries, including access fobs and parking permits.
- Serve as Fire Warden and First Aid representative, ensuring that colleagues are aware of safety protocols.

The must haves:

- Good IT skills, including proficiency in Microsoft Word, Outlook, Excel, and PowerPoint.
- Experience in order and invoice processing.
- Ability to manage multiple tasks and prioritize workload effectively.
- Strong interpersonal and communication skills, with the ability to build positive relationships with colleagues, contractors, and other stakeholders.
- Attention to detail and a commitment to maintaining high standards in all tasks.
- Knowledge of health and safety procedures and willingness to undergo training (e.g., IOSH Managing Safely).
- A positive, can-do attitude and a commitment to providing excellent customer service.

The added extras:

- Previous experience in a facilities management role.
- Familiarity with facilities management systems and processes.
- Experience in supporting health and safety initiatives or managing office health and safety documentation

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one

team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.