



Job Description & Person Specification

Post: Facilities Services Officer
Responsible to: Facilities Manager
Responsible for:

Overall job purpose

Support the day-to-day running of one or more of the BEC managed properties. This includes all aspects of buildings and facilities maintenance, contractor management, health & safety management, security, reception and meeting room services, and tenant liaison and support.

In addition, the post holder will be encouraged to generate savings where possible and identify any income generation opportunities.

Behaviours

As a company, we set high standards of performance and ethical behaviours. The following corporate behaviours underpin the working environment at BEC and assist us in delivering our vision:

- Working with integrity
- Being commercially astute
- Partnering people and change
- Driven to make a difference.
- Accountable for actions
- Courageous leadership
- Environmentally responsible

Key Objectives

- Act as BEC “host” for a designated building(s), ensuring maximum tenant and visitor engagement and satisfaction - directing, coordinating, and planning essential central services, such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal and recycling.
- Undertake daily inspections and walk arounds of the building to ensure compliance with health and safety and to identify any areas of attention, ensuring that non-compliance issues are rectified or escalated to the Facilities Services Coordinator.
- Comply with daily, weekly, and monthly checks as required.
- Support the Director of Property, the wider management team, and the Letting Agent on any viewings of vacant and available office accommodation.
- Provide a security presence for the building and remain vigilant for any suspicious activity, responding or reporting as necessary.
- Manage utility records and checks, ensure regular accurate meter readings.
- Prepare, review, and update the building maintenance records for the building.
- Project management and supervision and coordination of work of contractors.
- Calculate and compare costs for required goods or services to achieve maximum value for money.
- Keeping the team and visitors safe as far as possible.

- Check that agreed work by the team or contractors has been completed satisfactorily and follow up on any deficiencies.
- Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences.
- Be alert to any opportunities from, or requirements of any existing tenants or other parties who may express an interest in the building or have an unfulfilled occupier requirement.
- Contribute to the continuous process of reviewing and updating BEC's tenant and property procedures.
- Contribute to delivery and achievement of company key performance indicators and an enhanced team performance.

Continuous Personal Development

Work with the Facilities Services Manager to identify areas for further training and development, undertaking relevant courses and qualifications as required.

Health and Safety

The post holder is required to carry out the duties in accordance with the Company's Health and Safety policies and procedures.

Diversity

The postholder is required to always have due regard for equal opportunities and diversity, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all the team.

Quality

To support BEC in striving to create a client service culture with total commitment to quality.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

Person Specification

Skills & Abilities

Essential

- Detailed understanding of tenant liaison and customer service importance.
- Sound commercial knowledge and demonstrable understanding of the sector.
- Interpersonal, relationship-building and networking skills
- Procurement and negotiation skills
- The ability to multi-task and prioritise your workload.
- Effective time management skills
- Team working skills and the ability to lead and motivate others.
- Computer literate, able to use Office and Sage effectively.
- Hands-on approach, a good communicator at all levels, persuasive and credible.
- Adaptable, flexible, able to thrive on challenges whilst handling a multitude of tasks and responsibilities.
- Strong organisational abilities including prioritisation and planning.
- Excellent interpersonal skills including the ability to communicate effectively both in writing and face to face.
Flexible and adaptable in approach to working hours and job tasks.

Desirable

- Understands the pressures of working for an entrepreneurial company.
- Demonstrable skill in property maintenance and pro-activity in seeking out new commercial opportunities.
- Project management skills
- Research skills and the ability to draw information from various sources, including people.
- Strong commercial and entrepreneurial skills

Knowledge, Education & Qualifications

Essential

- Understanding of the importance of customer service and teamwork in promoting the good image of the organisation

Desirable

- Awareness of Health & Safety legislation.
- Customer service qualification
- Membership of an appropriate trade and or professional association
- Awareness of leases, licences, and other property related documentation.
- Budget management

Experience

Essential

Desirable

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| <ul style="list-style-type: none"> • At least three years' experience working in a customer facing role. • Substantial experience of dealing with tenants and businesses at all levels | <ul style="list-style-type: none"> • Experience of working with a variety of customers • Programme/ Project management experience |
| Personal Attributes | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • Shares our behaviours. • Self-motivation with drive, energy and initiative. • Professional, consistent personality. • Passion for excellence. • Performance and results driven. • Dedicated team player. • Disciplined and methodical. • Self-manager who will 'own' their area of responsibility. • Innovative – generates ideas for business improvement. • Energetic motivator. • Discreet with ability to maintain confidentiality. <p>Tactful, diplomatic and assertive when dealing with challenging situations.</p> | <ul style="list-style-type: none"> • Passion and understanding for the BEC brand, its mission and for West Cumbria as a place to live work and do business. |
| Any Other Requirements | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • Ability to represent the business throughout Cumbria, the UK and internationally as and when required. • Ability to cope with the challenges associated with the role. • Flexibility to work at any BEC office in Cumbria. | <ul style="list-style-type: none"> • Lives within a reasonable commuting distance of West Cumbria. • Knowledge of West Cumbria and its challenges and opportunities. • Driving license. |