



JOB DESCRIPTION & PERSON SPECIFICATION

Issue Date: August 2017

DETAILS OF POST

Job Title:	Facilities Support Administrator Apprentice	
Department:	Facilities	
Hours of work:	30 hours per week	Status: 18 months to 2 years
Apprenticeship Salary:	£3.90 per hour (£117 per week)	
Responsible to:	Facilities Manager	
Contacts:	The post holder should expect to have contact with: <ul style="list-style-type: none">➤ Town Council Councillors and employees➤ members of the public➤ project and community representatives➤ contractors, suppliers, press➤ other Council service users	

JOB PURPOSE

<p>The main purpose of the role is to:</p> <p>Provide the Facilities Manager with administration assistance in managing the Town Council assets and provide high level customer service to our clients, whilst gaining a business administration qualification.</p> <p>The successful candidate will need to be outgoing and enthusiastic with a flexible and adaptable approach. It is essential that you are well presented as you are in a customer facing role. You will be ambitious of building a career and have the ability to multi-task.</p>

MAIN DUTIES & RESPONSIBILITIES

KEY TASKS

- Maintain records of all Town Council assets, both electronically and managing and archiving the filing system.
- Undertake the administration process for all communication with our clients via, calls, emails, letters and site visits
- Arrange 6 monthly review meetings with all clients with the Facilities Manager and yourself.
- Develop a portfolio of all of our assets, site layouts, images, condense inventory.
- Log all defects within our facilities and advise on a rag rating.
- Undertake all the admin for external invoices and maintain the recording of the facilities invoicing process.
- Create a new tenant payment schedule of all rent payments.
- Ensure reminders for all lease and management agreements review dates are implemented
- Review the facilities electronically filing system and ensure old documents are archived.
- Ensure any utility reading are accurate not estimated.
- Provide additional support for the Event Support and Admin Officer.
- Provide professional communication with contractors
- Act responsibly in managing your own health and safety and that of anyone else who may be affected by your actions/omissions
- Work in a confidential and professional manner and uphold the good reputation of the Council; in doing this you should abide by the Council's policies and procedures
- Maintaining excellent relations with all volunteers, employees and the general public, at all times.
- To attend any additional training courses which the Facilities Manager identifies as valuable to improve your ability to perform the role.
- Reorganise and manage records of all assets of the Councils IT system and paper files.
- Create a photographic record of all Town Council assets.

GENERAL INFORMATION FOR ALL POSTS

The post holder will, on occasions, be;

- expected to attend additional training and development courses identified as a requirement for furtherance of the position or the post holder's personal development
- requested to attend meetings or events which may fall at evenings or weekends
- expected to undertake any other duties which it would be reasonable for the Town Council to ask as part of the role

The aim of this job description is to show the general purpose and level of responsibility of the post; it sets out the main duties of the post as at the date of issue.

Due to the changing nature of the business, such duties may vary and develop from time to time without changing the general nature of the post or level of responsibility. Such variations are a common occurrence and would not, of themselves, justify the revaluation of a post.