



Business Services Co-ordinator

Reports to:	HR & Business Services Manager
Direct Reports:	N/A
Position Type:	Full time, permanent
Location:	Newbury House, Newbury town centre with the opportunity of some working from home.
Salary Range:	£20,000-22,000 p.a.
Business Area:	Business Services/Central Services
Location:	Newbury
Date Created/Revised:	January 2022
Main Purpose of the Role:	
<p>Reporting into the Business Services Manager (BSM) the Business Services Co-ordinator (BSC) will enjoy a busy, varied role working across the different areas of the business. The core responsibility of the BSC will be the co-ordination of the facilities management of Newbury House and the general running of the services for our offices including responsibility for Health & Safety arrangements onsite and for staff working offsite.</p> <p>The role will also involve sourcing, purchasing & co-ordinating office equipment and resources for teams and individuals, assisting in arrangements for company meetings & events and supporting with new joiners & leavers arrangements.</p>	

Role Responsibilities/Activities:

Building and office facilities management

- Co-ordinate the scheduling of routine servicing and maintenance of the plant and services to Newbury House and the office
- Maintain records relating to servicing, inspections and any work undertaken
- Source and liaise with suppliers for quotes & prepare for discussion with and approval by Business Services Manager/CFO following the Purchase Order and authorisation processes
- Act as the main point of contact for suppliers and contractors of office and building services
- Co-ordinating the supply of office equipment (including kitchen equipment)
- Monitoring, ordering & replenishing of office supplies and consumables
- Managing the keyholder arrangements and locking/unlocking of the office
- First point of contact for staff for any issues relating to the office/equipment/building/office services
- Responsible for carrying out office/building inspections - updating and maintaining the facilities & property issue log
- Maintaining cost & budget trackers for property, office and Infrastructure spend as required
- Acting as point of contact for the 2nd floor tenant (currently vacant)

Health & safety

- Ensure sufficient numbers of Company First aiders and Fire Marshalls are in place to support the working office working patterns – including arranging training
- Ensure H&S checks are undertaken including monthly Fire Marshall checks, replenishing of first aid boxes, property inspections
- Water hygiene – responsible for the routines and actions set out in Amberjack's water hygiene risk assessment and management – such as ensuring tap temperatures are recorded and any out of temp range are dealt with, running off low usage outlets, liaising with water hygiene company for sampling checks etc.
- Ensure staff signing-in sheets are kept updated and replenished
- Arranging annual Fire Risk Assessment & outputs
- Co-ordinating annual Portable Appliance Tests, ensuring people also run visual checks on their own equipment
- Assisting with & co-ordinating risk assessments
- Co-ordinating Covid safety arrangements

Administrative support to Business Services Manager/Board

- Assist the BSM with the administration of new starters and leavers and helping with the delivery of the Business Service team elements of new joiner induction, including the scheduling of core company induction sessions
- Tracking staff completion of accessing company policies, issuing periodic reminders and providing H&S briefings when required
- Assist with the arrangements for company and client meetings and events (e.g., co-ordinating meeting rooms and resources and ordering of refreshments when required)
- Assist with internal projects as required

Key Relationships (internal/external)

Internal:

- Business Services Manager
- IT Infrastructure – Infrastructure Engineer
- CFO & Finance Team
- Board & Operations Board
- Wider Amberjack team

External:

- Suppliers, contractors, training providers
- Tenant representatives (when the 2nd floor is occupied)

Key Qualifications, Knowledge, Experience, Skills and Competencies required:

Knowledge / Experience / Skills:

- Ideally experience of office/property facilities administration

- Experience of liaising with and managing suppliers
- Experience in a varied, administrative role
- Excellent organisational skills with the ability to prioritise
- Ability to multi-task and work on numerous projects simultaneously
- Comfortable liaising with Senior Management
- Self-motivator
- Excellent attention to detail
- Comprehensive knowledge of Microsoft Office especially Word & Excel

Competencies:

- A positive, approachable "can do" attitude
- Communicates clearly and confidently and is comfortable in liaising with other areas of the business at all levels
- Confident in working independently as well as a team
- Adaptable – able to switch tasks easily & skillfully manage issues and cope with the unexpected
- Organisation – self-motivated with good time management skills to manage own workload.
- Accountable – owns issues and proactively works to find solutions

Benefits include:

25 days holiday increasing with length of service, plus bank holidays and a day off on your birthday; company pension scheme, bike to work scheme, company sick pay. Use of company car park in the evenings and weekends.