

Job Title:	Facilities and Services Coordinator
Department:	People & Culture and Services
Location:	London
Reports to:	Head of People & Culture and Services
Line Management responsibility:	None
Budgetary Responsibility:	Yes
Child Safeguarding level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or if the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>
Job Purpose:	
<p>The Facilities and Services Coordinator will play a pivotal role within People & Culture and Services Department in ensuring that effective facilities and administration support service are being provided to the employee, guest and visitors at HQ, London office.</p> <p>The role will also be responsible for asset management, travel & hospitality, reception services, health and safety, security, space management, utilities and insurance.</p>	
Key Accountabilities:	
General Office Administration	
<ol style="list-style-type: none"> 1. Provide a professional “front-of-house” service as you will be the first point contact for all staff, guests and visitors to the office. 2. Processing incoming and outgoing departmental correspondence and maintaining Muslim Aid’s record management systems. 3. Monitoring usage, managing, and negotiating with the suppliers such as for Stationary, British Gas, Cleaners, insurance providers, Royal Mail, Air Travel, Consumables, Courier, Utilities, Office equipment, General Consumables, Recycling and Waste and ADT. 4. Manage and liaise with contractors (Pest Control, , Fire Extinguishers, Pat Testing etc) to ensure that services are maintained to satisfactory standard. 5. To review supplier contract agreements and commercial terms and conditions 6. Working in conjunction with procurement team to ensure compliance with MA procurement policies and procedures. 7. Ensure that the office is clean, equipped, organised, and provides a safe working environment for employees and volunteers. 8. Ensure maintenance and repair of general items are carried out in a timely manner. 9. Review and manage MA main door entry and key holder list. 10. Review, build and maintain facilities department intranet and share point filing system and facilities department manuals as and when the need arises. 	

11. Contribute in maintaining Muslim Aid archiving and records management project i.e. physical record management and data protection. Working closely with Leadership and Legal and compliance team to ensure compliance with records management policies and procedures (GDPR)
12. Follow organisational policies and procedures whilst maintaining compliance with health and safety regulations and responding to all health and safety issues as and when they arise.
13. Working with the Head of People & Culture and Services to manage the renewal of Muslim Aid insurance policies for Property Insurance, Travel Insurance, Cyber Security and to process any claims.
14. Prepare reports for the Head of People & Culture and Services as and when required.
15. To organise and maintain the office layout with the IT function.
16. Ensure the confidentiality of the affairs of Muslim Aid.
17. Work collaboratively with other members MA staff and volunteers.

Webmail / Feedback

18. Ensure Muslim Aid's webmail (www.muslimaid.org) account is maintained and attended in a timely manner.
19. To ensure Muslim Aid feedback@muslimaid.org account is maintained, complaints are logged and handled in a timely manner.

Financial Administration

20. Work with finance to ensure accurate financial record keeping for both incoming and outgoing payments and procedure are followed to raise invoices on Business Central.
21. Review, update and maintain Muslim Aid HQ Fixed Asset Register on a quarterly basis as per the audit guidelines with support from the finance team.
22. Assets sold/lost must be logged in a timely manner.

Travel / Hospitality

23. Responsibility for managing the UK employees overseas travel function, ensuring all flights and hotel bookings are policy compliant as per the Travel and Expense Policy, keeping travel related database current and accurate for insurance purposes, ensure security risk assessment are completed, invoice management, liaising with travel agents, dealing with emergency tickets, travel medical and insurance related queried with the support from Head of People & Culture and Services.
24. Co-ordinate hospitality service requests as when required for MA guests, meetings, events and purchasing materials.
25. To accurately maintain and update the travel log sheet for insurance purposes.

Facilities Asset Management

26. Manage and review building maintenance contracts with support from Head of Legal and Compliance.
27. To log and maintain a register of MA leases and manage rental agreement documentations.
14. To be actively involved in property related matters.

Other Requirements

28. To ensure all records are maintained and stored appropriately in line with MA document management and IT policies.
29. To comply with all policies, procedures, legal and regulatory requirements.
30. Any other duties commensurate with the accountabilities of the post.

Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Educated to degree level standard, preferably in Business and Administration	Desirable	Application
Experience & Knowledge:		
Experience of maintaining general administration, customer service, and managing reception	Essential	Application and Interview
Experience of managing and maintain database systems and organising record keeping systems	Essential	Application and Interview
Experience of managing external contracts/liasing with suppliers	Essential	Application and Interview
Experience of dealing with H&S repairs and emergencies	Essential	Application and Interview
Good knowledge of Health and Safety practises within the workplace	Essential	Application and Interview
Knowledge of office systems and practice	Essential	Application and Interview
Good negotiation and people skills, very approachable	Essential	Application and Interview
Understanding of confidentiality and GDPR	Essential	Application and interview
Knowledge of Insurance policies	Desirable	Application and interview
Skills & Abilities:		
Excellent spoken, and written communication skills	Essential	Application and Interview
Excellent time keeping, and attendance record	Essential	Application and Interview
Excellent customer service and interpersonal skills	Essential	Application and Interview
Computer literate with experience in MS Word, Excel and Power point.	Essential	Application and Interview
Ability to maintain good working relationships with all staff providing support and assistance as and when required	Essential	Application and Interview
Good negotiation and problem-solving skills	Essential	Application and Interview
Ability to show initiative, and be proactive in the continuous improvement of all facilities services currently provided within the office	Essential	Application and Interview
Strong organisational skills and attention to detail	Essential	Application and Interview
Ability to write clear and concise reports	Essential	Application and Interview
Ability to multi task, work under pressure to tight deadlines and adapt to change.	Essential	Application and Interview
Commitments:		
Commitment to Muslim Aid's mission, visions, and values	Essential	
Commitment to Muslim Aid's ethos	Essential	
Commitment to equality of opportunity and diversity	Essential	
Commitment to Muslim Aid's Global Safeguarding Policy	Essential	

You will display the competencies below:	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task, and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee signature:		Employee Name:		Date:	
Line Manager signature:		Line Manager Name:		Date:	