

	<b>Job Description</b> <b>Facilities &amp; Compliance Administrator</b>	
	Document Owner: Head of Group HR Services	Document No: CCH-JD-FCFCA

Version No	Revision Date	Reason for Revision
001	March 2017	Initial Version

<b>Directorate:</b>  Property & Development	<b>Grade:</b>  Band C
<b>Division</b>  Facilities & Compliance	<b>Job Evaluation Number</b>  C2734
<b>Reports To:</b>  Compliance Data Coordinator	<b>Responsible For:</b>  N/A

### **Job Purpose:**

To provide administration support ensuring high standards of service to customers and staff.

Provide relevant documentation to support operations managers in conjunction with Asbestos removal as well as facilities and compliance data.

### **Main Duties and Key Result Areas:**

- To ensure that an accurate computerised Asset Management Database (AMD) with the Asbestos data is held is maintained at all times, including the quality assurance of the data.
- Checking the audit reports within the AMD to ensure internal and external customers are checking asbestos information prior to starting work
- Supporting the Operations team to ensure that all information relating to asbestos is produced and provided for internal and external customers.
- Dealing with enquiries relating to the Asbestos Data within the AMD, including enquiries from internal customers.
- Providing administration support to the Facilities & Compliance Team
- Making appointments where necessary with tenants, customers or contractors
- Arranging and coordinate meetings or site visits and minute taking when required.
- Provide sub contract administration duties including, placing purchase orders against materials, plant & existing contracts and approving invoices for payment.
- Recording and collating performance and other information
- Issue of Health & Safety information to internal and external customers.
- Photocopying

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- Filing and retrieval of documents
- Using office equipment for a range of tasks

### **Dimensions:**

#### **Management responsibility**

No responsibility

#### **Financial responsibility**

No responsibility

#### **Resource responsibility**

Responsibility for information

### **Environment:**

ALL employees will be expected to:-

- Live the Company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences

Managers of staff will also be expected to:-

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedure; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and promote compliance with mandatory training requirements.
- Effectively manage physical, human and financial resources allocated as your

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responsibility.

- Accept and exercise responsibilities identified in Company policies and procedures, particularly for compliance with health and safety.

Signed: .....

Date: .....

Print Name: .....



## Person Specification Facilities & Compliance Administrator

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Attribute	Detail	Criteria		How Identified				
		Essential	Desirable	Application Form	Interview	References	Test	Score
<b>Skills/Abilities</b>	IT Literate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Good Analytical Skills/methodical approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Effective organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Be able to demonstrate a high level of communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Confident and able to give clear directions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Knowledge</b>	Sound knowledge of applying standards in services to customers (service definition)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knowledge of Microsoft Office Software	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Experience</b>	Experience of data input	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Proven experience in front line customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Experience of working to deadlines and service pressures/demands	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Qualifications</b>	NVQ Level 2 or equivalent level of education	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Good standard of Education inc English & Maths	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Personal Attributes/ Circumstances</b>	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Committed to inclusion, equality and diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Aligned to the aims and values of the Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Committed to Personal and Professional Development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



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	Proactive and committed to continuous improvement in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	