

## **JOB DESCRIPTION**

**JOB ROLE:** SITE SERVICES COORDINATOR

### **JOB PURPOSE:**

To provide a central support role for the effective operation of the organisation's site, facilities, events and bookings. To undertake a range of operational duties and coordinate with others internally and externally to ensure a high-level customer service, responsiveness and efficiency for a welcoming, clean, safe and secure environment for staff, students and visitors.

**DIRECTORATE:** Operations

**REPORTING TO:** Site Services Support Manager

### **Essential experience/skills/qualifications:**

- Customer Service Level 3 Apprenticeship or similar post-secondary education or training with a good standard of English and Maths (Grade 5–9)
- Demonstrable experience of working in a customer-facing environment providing a high standard of customer service both on the phone, email and in person
- Strong organisational skills with the ability to work independently using initiative and prioritising work to meet deadlines
- Experience of planning and providing food and beverage facilities such as purchasing and stock taking
- Effective communication skills with confidence to communicate at all levels both internally and externally (staff, students, visitors and contractors)
- Physical ability to undertake a range of portage and cleaning duties as required (with or without reasonable accommodation) such as lifting/carrying deliveries, use of cleaning equipment, room and laboratory equipment set up
- IT skills including use of Microsoft packages and ability to learn other systems
- Ability to work at pace with attention to detail
- Knowledge of health and safety and safe working practices
- Flexible attitude and ability to work unsociable hours as required
- Full driving license

### **Desirable experience/skills/qualifications:**

- Working in a laboratory or similar controlled environment
- Food handling experience or food hygiene qualification
- Experience of working with contractors
- Experience of development and implementing digital processes

### **Key responsibilities**

- Monitor and ensure all incoming Site Services work requests are responded to and actioned appropriately
- Undertake all administrative tasks required with accuracy and on time e.g. premises, facilities and bookings/events such as asset registers, equipment/supply ordering etc
- Ensure food and beverages are available as per agreed standards or schedules and for bookings and events
- Develop systems and processes to ensure good workflows and communication
- Ensure that all facility bookings, events food and beverage, portorage and logistics requirements are understood and delivered successfully using internal mechanisms and external providers
- Support or oversee planned or responsive repair and maintenance contractors including contractor inductions
- Ensure effective research and other MBA activities by fulfilling portorage requests such as room and equipment set up and other logistical support, working with specialists as required
- Monitoring site cleanliness and supporting scheduled laboratory cleaning or responsive general cleaning as required (training will be provided for specialist cleaning equipment)
- Monitor, undertake and record required checks of compliance to site policies, safety and security and associated systems
- Monitor building management system parameters and take action or escalate as required
- Support effective management of waste streams on site
- Coordinate stores with inventory, restocking and ordering e.g. consumables, PPE
- Work flexibly as part of the Operations Directorate across teams and be willing to work alternative or unsocial hours on occasion or on a rota to support business needs
- Undertake ad hoc duties within job holder's capabilities