

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: FM Support Administrator	Grade: SO1
Division: Property Services - FM Operations	Directorate: Housing & Regeneration
Responsible to following manager: FM Operations Manager	Responsible for following staff: N/A
Post Number/s: RWHPS23	Last review date: November 2024

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The FM Support Officer is a key role in creating that excellent first impression providing exemplary advice, guidance and service in a polite, friendly and professional manner, in keeping with the expectations of our customers across our corporate building portfolio. To facilitate and engage in all areas of the Operations team, including event and meeting Management and equipment support. This will include end to end liaison with internal and external clients and suppliers in line with pre-defined processes, terms and conditions.



Specific Duties and Responsibilities:

Provide first point of contact for staff and external customers, working with the Deputy Head of Operations in the provision of all FM Services in Operational buildings.

To assist in the provision of a bespoke customer experience relating to all Operations teams functions, including support for event management, hybrid meeting equipment, venue hire and hospitality to work confidentiality and flexibly to changing needs..

Deal with enquiries from potential hirers, by telephone, email or face to face interaction. Negotiate event hire arrangements, and support customer viewings of the public halls

Ensure that events are supported with audio visual facilities, hybrid equipment across the Better Services Partnership.

Provide administration support for the whole of the Operations team in a responsive manner and in keeping with the FM Services 'Can do' attitude, providing an effective service delivery to the public, staff and Council Members when using one of our venues.

Process enquiries with respect to events, marriage and civil partnership ceremonies in line with the responsible persons requirements, ensuring customers are fully aware of both site and legal procedures.

Be responsible for the oversight of hybrid meeting rooms ensuring they have the requested hard/software/catering in place by liaising with the wider FM team

To understand and utilize bespoke IT systems, such as Royal Mail's click and drop, Access control systems – Sipass and Winpak along with Clearrooms desk booking software and to provide resilience working with the Customer Co-Ordinator's

With the support of the Deputy Head of Operations, identify new potential work streams and optimising revenue using the existing infrastructure, contributing to marketing strategies and the changing needs of the service

Provide guidance, support and information to all customers, staff and suppliers as the first point of contact for FM Operational services for events and day to day requests.

To support and assist with the compliance of procedures for financial and budgetary control, following financial systems as required by the local authority. Carrying out financial transactions in accordance with audit procedures

To ensure that the management team is made aware and kept fully informed of any concerns which you may have in relation to data protection, information security and safeguarding whilst undertaking duties within all corporate buildings

Maintains filing systems where deemed necessary, scanning at point of entry

whilst saving and naming documents to the approved levels of IT security and easy accessibility for information requests as required.

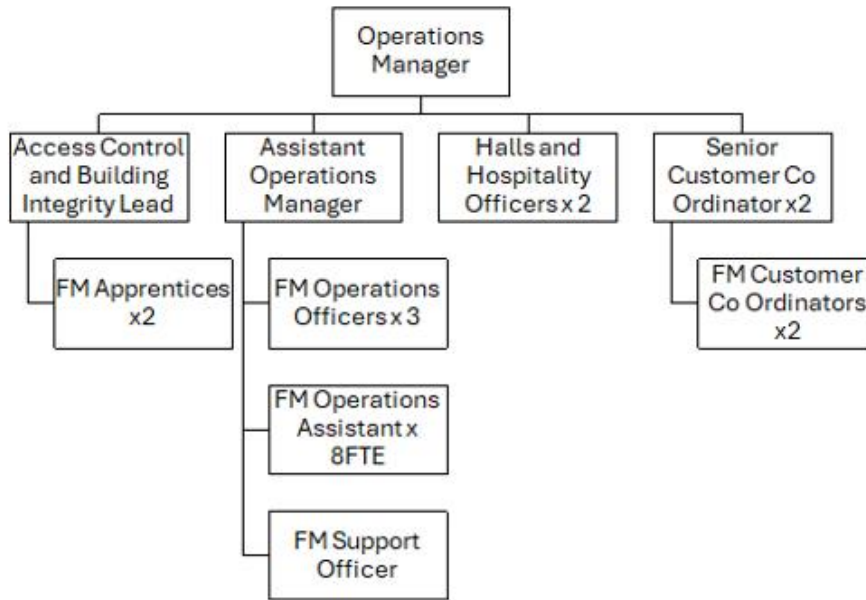
Confidently use Office based IT systems and programmes and accurately input all data on all systems as required for the service.

To be familiar and apply Operational protocols and requirements, including escalation, demonstrating the ability to deal with a varied workload to audit regulations, including the access system/remote venue hall hire working with FM Customer Co-ordinators

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.
- **Additional Information** To be proactive and resilient with a 'can do' attitude for support in all FM Services.
- To be proactive in identifying and developing new processes around service provision to enhance the vision of the team.
- To provide support outside of usual working hours as required
- To work across the Better Service Partnership as needed

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Sound knowledge and experience of Microsoft 365 (all elements) and an ability to provide some IT support and advice to new team members		X	A/I
An understanding on how GDPR applies to all the activities covered by the Operations Team		X	A/I
An understanding of the importance of Confidentiality when working with Customers, Senior Leaders and Elected Members	X		A/I

Experience	Essential	Desirable	Assessed
Experience of providing excellent Customer focused services for bespoke requests	X		A/I
Managing changing workloads including the creation and maintaining of work trackers to enhance service provision	X		A/I
Working to changing deadlines and priorities in a fast moving, multi-tasking team environment		X	A/I
Skills	Essential	Desirable	Assessed
Ability to liaise effectively with a wide range of professional staff, Members of the public, Elected Members and stakeholders, clearly and effectively both verbally and in writing	X		A/I
Strong IT skills across multiple software packages		X	A/I
Ability to deal with competing demands through planning, challenge and prioritization to ensure workable solutions are effective	X		A/I
Ability to demonstrate attention to detail and producing work that is accurate and on time	X		A/I
Qualifications	Essential	Desirable	Assessed
GCSE or relevant vocational qualification		X	A

A – Application form / CV

I – Interview

T – Test

C - Certificate