

## Job Title – Facilities Coordinator

**Line Manager:** Facilities Manager  
**Team:** Operations Support / Facilities Management  
**Location:** Darlington, Sedgefield, Newton Aycliffe & Wilton  
**Date:** November 2020

### Role Purpose:

The Facilities team is responsible for managing and supporting the smooth running of CPI's facilities, ensuring all contracted FM services meet legal, statutory and client specifications. The Facilities Coordinator will be required to work with the Business Unit Operations Managers and will be responsible for delivering the tasks to deploy, maintain and execute the Facilities Management Contract.

The Facilities Coordinator will provide a full range of support to the Facilities Manager as follows:

### Key Responsibilities:

#### SHEQ

- To comply with CPI procedures, including all safety and ISO9001 requirements
- To maintain consistent and document compliance with all relevant Safety, Health and Environmental (SHE), quality and best practice requirements
- To support the Facilities Manager in ensuring FM contractor compliance with agreed SHE and quality standards in the FM areas of responsibility.
- To monitor compliance with Facilities Management standards, policies, procedures, and templates by means of facility audits and undertaking issue resolution tasks.
- Promote positive attitude to health & safety with contractors within buildings
- Liaise with HR regarding DSE/ Access to Work requests (DWP)
- To assist with ESOS data collation and monitoring from CPI sites
- To assist with the ongoing development of ISO14001, undertaking impact assessment, performance audits and the identification and implementation of continuous improvements.
- To attend site meetings in order to take notes and actions and providing an audit trail of actions in preparation for the next meeting.
- Work with procurement to evaluate opportunities for reducing energy consumption
- Working with Procurement/Operations to evaluate opportunities for recycling and waste reduction, reducing energy consumption, and conserving water

#### Facilities:

- Promoting service excellence to achieve all Corporate objectives
- To manage the day to day FM contract at the assigned site(s).
- Attend site weekly C&M meetings for facilities related items
- To ensure FM are aware of outstanding issues and are dealing with them in a timely manner
- Prepare agendas and actions for weekly and monthly meetings
- To coordinate the delivery of Weekly FM reviews with Operations and ensure that actions are accurately logged and followed up on the FM trackers.
- To maintain and assist the development of facility management methodology, best practices, and standards, policies, procedures, templates, and other shared documentation.

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- To manage Wilton Centre maintenance requests such as day to day reactive works; (i.e. heating/air con issues, electrical faults and fault reporting for common areas to landlord) to provide regular and timely reporting of project outputs and performance to internal stakeholders;
- Appropriately escalate any issues where suppliers and engineers have failed to respond within contract timescales
- Manage PPMs using CAFM system to escalate non-compliance at weekly FM meetings and if not completed in a timely manner escalate to the Facilities Manager for Monthly meetings.
- To pro-actively identify building and service improvement opportunities through structured inspections and audits across all areas of responsibility
- Developing, completing, and filing all necessary documentation and/or reports in accordance with applicable reporting and record keeping requirements
- Support the Facilities Manager to deliver a diverse range of facilities activities, co-ordinating the services and activities of internal and external supply arrangements e.g. confidential waste,
- Monitor and manage service activity in accordance with agreed budget provision, identifying risk and efficiency opportunities, and support effective financial and service planning
- Understanding solid and hazardous waste laws and regulations applicable to the facility's wastes, identifying hazardous and non-hazardous wastes, and ensuring the proper management and disposal of such wastes
- To support the Facilities Manager in any other FM related activity

### **Estates Management:**

- To coordinate the management of CPI lease agreements and manage and maintain a system to collate information for charging for non-contractual service provisions (such as telephone, postal, photocopying charges, and room hire/refreshments).
- Organisation of desk/office moves, all refurbishment works and furniture orders
- Responsible for all new and existing signage that requires updating, as and when required
- Checking and approving of invoices in relation all CPI facilities.
- Liaising with Landlord/other tenants on building, maintenance and refurbishment works for common areas
- Generic Licence Management: TV / PRS licences, changes to landlord licences (DCC, Vine) etc.
- Supporting the CPI Project Manager for new build projects on addressing snagging issues and then being responsible for any snagging works and following through until closure.
- Responsible for working alongside the Operations Manager for building Start-Up
- Responsible for all building signage across sites
- To support the Facilities Manager in any other Estates Management activities

### **Warehousing**

- Work heavily alongside the Warehouse Team Leader and Warehouse Coordinator at the assigned site to ensure the smooth running of goods in and crossover of FM & Warehouse related activities
- Ensure the Safe Operating Envelope/SRA is being followed at the assigned site in relation to chemical limits and correct storage conditions
- Provide support to the Warehouse Team which includes occasional cover across sites

**Direct reports:** No direct reports

### **Key Relationships:**

- Platform Director, Operations Manager, Operations Support Director, Head of Asset Engineering, Group Safety Engineer, Estates Committee, Head of Finance (CPI)

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### Person specification

#### Skills:

- A team player and pro-active with a “can-do” attitude are essential to deliver the job fully.
- Be able to challenge others and work independently.
- Can switch seamlessly between concurrent tasks and is adept at managing and prioritising workload and demands.
- Is versed in using Microsoft Office suite of programs communicate and can present to teams and groups with confidence
- Be strong and decisive.

#### Education / Qualifications:

Essential:	Desirable:
A-Level (or HNC/level 3 equivalent) in a facility related subject	IT related qualification
GCSE or equivalent in English and Maths	
Driving Licence	

Competencies and behaviours	
<b>Leadership (Core)</b> <ul style="list-style-type: none"> <li>• Respects and values the diversity of talents, skills and backgrounds that others bring to joint projects / work.</li> <li>• Has a positive influence on those in contact with.</li> <li>• Gains the respect and confidence of colleagues and supports them in achieving their goals and targets.</li> <li>• Aligns own behaviours and actions to CPI’s values, vision and goals.</li> </ul>	<b>Decision Making (Enabling)</b> <ul style="list-style-type: none"> <li>• Pro-actively identifies and prioritises the key issues involved to facilitate the decision making process.</li> <li>• Seeks input from the relevant stakeholders when appropriate, considers risks, and takes accountability for the impact a decision may have on others.</li> <li>• Makes decisions in a timely manner.</li> <li>• Identifies the key factors in a complex problem.</li> </ul>
<b>Communication (Core)</b> <ul style="list-style-type: none"> <li>• Communicates in a clear and concise manner, covering all relevant points in a timely manner.</li> <li>• Uses the appropriate route and format to communicate.</li> <li>• Confirms understanding of others communication.</li> <li>• Asks questions to understand other people’s viewpoints.</li> </ul>	<b>Developing self and others (Core)</b> <ul style="list-style-type: none"> <li>• Knows own career aspirations and clearly communicates them to relevant colleagues whilst actively working to achieve goals.</li> <li>• Sets personal development goals and deploys strengths to achieve them.</li> <li>• Takes responsibility for one’s own performance and actions, and invites and incorporates feedback from a variety of sources.</li> <li>• Regularly reflects on own capabilities to identify development priorities.</li> </ul>
<b>Collaboration (Enabling)</b> <ul style="list-style-type: none"> <li>• Understands the value of establishing effective and supportive relationships, and collaborative working.</li> </ul>	<b>Delivery (Core)</b> <ul style="list-style-type: none"> <li>• Plans, prioritises and leads own area of work to deliver specified and agreed outcomes (time and standard).</li> </ul>

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<ul style="list-style-type: none"> <li>• Actively listens, questions and observes body language so as to understand communication from others.</li> <li>• Cultivates and maintains partnerships across departments to deliver value for the business.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately scopes out length and difficulty of tasks, and repeatedly estimates correct amount of time needed for tasks.</li> <li>• Refers to lessons learnt from other projects/ tasks with related scope.</li> <li>• Acts with minimal supervision or direction.</li> <li>• Pays attention to detail and delivers accurate and high quality outputs.</li> </ul>
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### Knowledge and Experience:

<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Significant experience of providing facilities support in an organisation of a similar size to CPI</li> <li>• Excellent report writing skills.</li> <li>• Excel skills level 3 or higher</li> <li>• Experience of recording outputs / performance indicators.</li> <li>• Good communication skills.</li> <li>• Experience of dealing with external organisations.</li> <li>• Self-disciplined and organised with an eye for detail.</li> <li>• A proven team player who interacts successfully with all levels in an organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced user of Microsoft IT packages including SharePoint, Outlook, Excel PowerPoint and databases</li> <li>• Practical knowledge of ESOS and ISO 14001, and its application within the workplace</li> <li>• Financial management experience</li> </ul>